



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

ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,893.
- [Work Requests](#) – The total number of work requests received were 2,269.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed 98%-100% in compliance, and the Call Center compliance metric was 89%.
- [Right-Of-Way Permits](#) – There were 36 permits issued in August.
- [Traffic Maintenance](#) – A total of 41 signs were installed and 19 were replaced for the month.
- [Pavement Maintenance](#) – Approximately 71 tons of asphalt pavement patching was completed.
- [Concrete Replacement](#) – The concrete crew poured 88.50 cubic yards of concrete for curbs, gutters and sidewalks.
- [Mowing, Debris, and Weed Control](#) – The third round of mowing and spraying activities was completed in August.
- [Street Sweeping and Shoulder Maintenance](#) – The third street sweeping pass was completed in August.
- [Fuel Inventory](#) – Unleaded Fuel Usage and Diesel Fuel Usage
- [Snow Material Inventory](#) – 1,000 tons of salt has been ordered to prepare for the winter season.
- [City Material Budgets](#)
- All material inventories have been reconciled for Q3.

REVENUE

The August right-of-way permit revenue, excluding pavement restoration fees, was \$ 20,670.

PUBLIC WORKS MAJOR ACTIVITIES

Cherry Creek School District (CCSD) - Traffic Engineering Services (TES) worked with the CCSD to fund the installation of some public improvements. Some of these improvements are currently underway or scheduled to begin within the next several weeks. As part of the construction of the new Instructional Support Facility, CCSD is replacing the traffic signal at Picadilly Street near the Thunder Ridge Middle School entrance with a new mast arm signal. CCSD will also be funding the installation of flashing beacons for the school zone on Picadilly Street adjacent to Thunder Ridge Middle School and Eaglecrest High School. Finally, to address the changes in the bus service within the school district, CCSD has agreed to fund the installation of the pedestrian signal heads, crosswalks and signs at the Arapahoe Road/Himalaya Way traffic signal. With all projects being funded by CCSD, there is a total savings of **\$260,627** for the City.

Dry Creek Road and Chester Signal Poles - The Dry Creek and Chester signal pole replacement project is complete. Southgate Corporate Center Metropolitan District is contributing **\$10,827**, or half the replacement cost. Final cleanup and completion of punchlist items will occur over the next couple weeks, and all high-priority signal pole replacements identified by last year's non-destructive testing project will be completed by the end of August.

Mapping Coordinates - TES collected field data to include mapping coordinates for all street lights within the City. This will allow staff to reconcile the Xcel Energy and IREA street light accounts with the field data to ensure the City is properly billed for street lights within the City limits.

School Beacons - TES was busy programming annual school calendars into the flashing beacons in anticipation of the beginning of the school year for Littleton Public Schools on August 16th and the Cherry Creek School District on August 23rd. In addition, Field Services completed refreshing crosswalk markings adjacent to and near all elementary schools.

Non-Destructive Inspection - The replacement of several badly deteriorating signal poles, identified through last year's non-destructive inspection project, is now complete. Traffic Engineering Services identified two signal poles at the intersection of Orchard Road and Joplin Way requiring replacement. The poles were showing signs of severe corrosion due to snow and ice control materials but do not require immediate removal. New signal poles have been ordered and TES expects to complete the replacement of these two poles before the end of the year.

The Public Works street maintenance crews will start patching large failed pavement areas throughout the entire City including approximately 200 tons of asphalt in prioritized areas that require attention.

Street Sweeping - The second and third rounds of mowing along the designated streets throughout the City were completed in August.

A LOOK AHEAD

- Reconcile the inventory for street lights with Xcel Energy and IREA street light databases.
- Finalize contract for the Dry Creek Road Signal Equipment project.
- Complete the bid documents for the Energy Efficiency and Conservation Block Grant (EECBG) Solar School Beacons project.
- Coordinate the installation of four school beacons at Thunder Ridge Middle School.
- Coordinate the installation of LED signal modules for the EECBG project.
- Schedule a kick-off meeting with The Ridge neighborhood to begin traffic-mitigation discussions for the 2010 Neighborhood Traffic Management Program.
- Coordinate data collection for the annual traffic count program.
- Public Works Field Services crews will continue to:
 - Make concrete repairs throughout the City. The concrete repairs for 2010 are nearly complete.
 - Patching large failed areas throughout the City, from the east side moving to the west side of Centennial.
 - Patch small asphalt failures and make pothole repairs.
 - Replace damaged signs and install new signs as well.

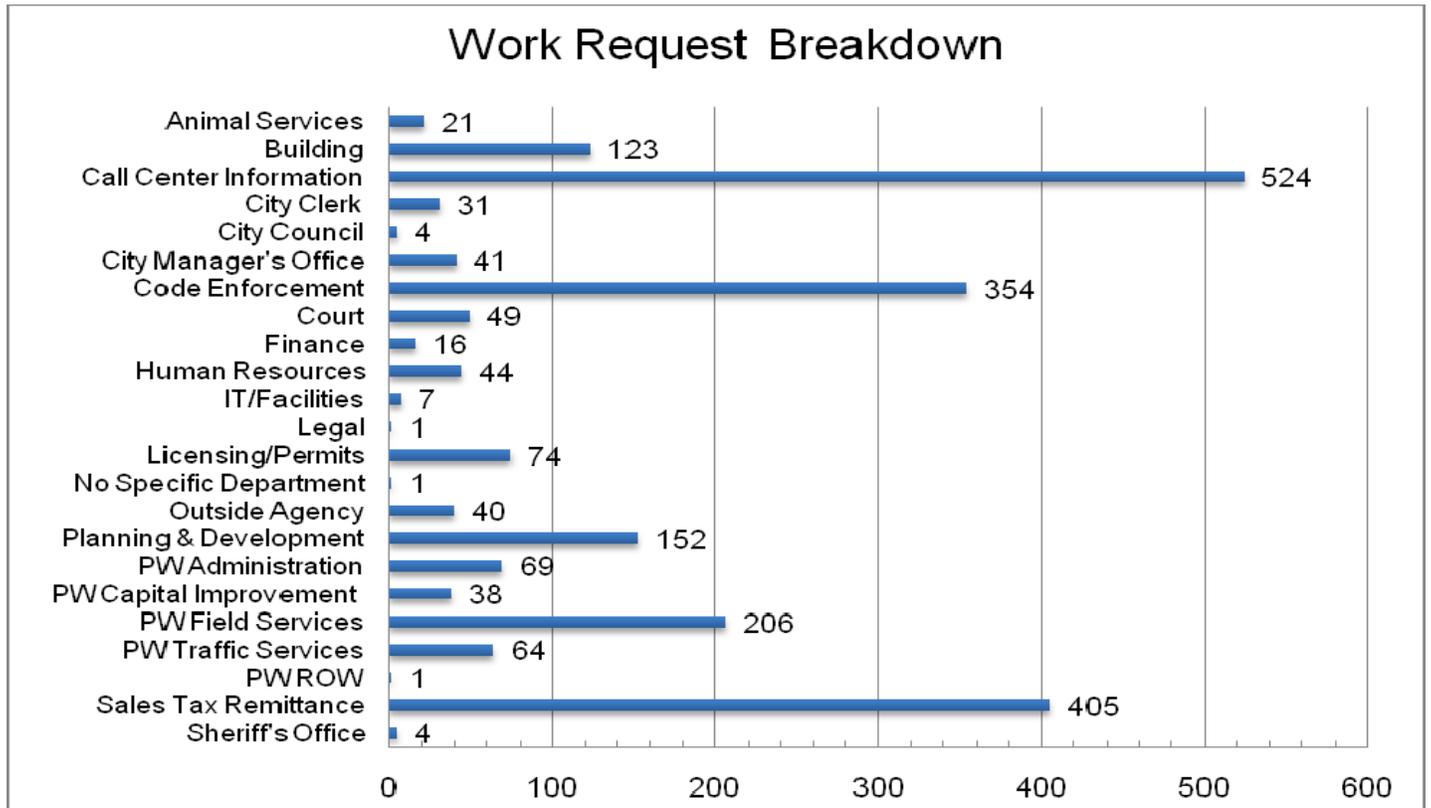
Call Center

In August, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,893 which includes 59 web requests. In total, 48 calls were routed to the answering service during and after business hours. On August 11th, the Call Center was experienced a phone system outage, which resulted in 18 calls transferring to the answering service during business hours. Overall, for the month of August, the Call Center had an 89% compliance metric of answering phone calls within 120 seconds.

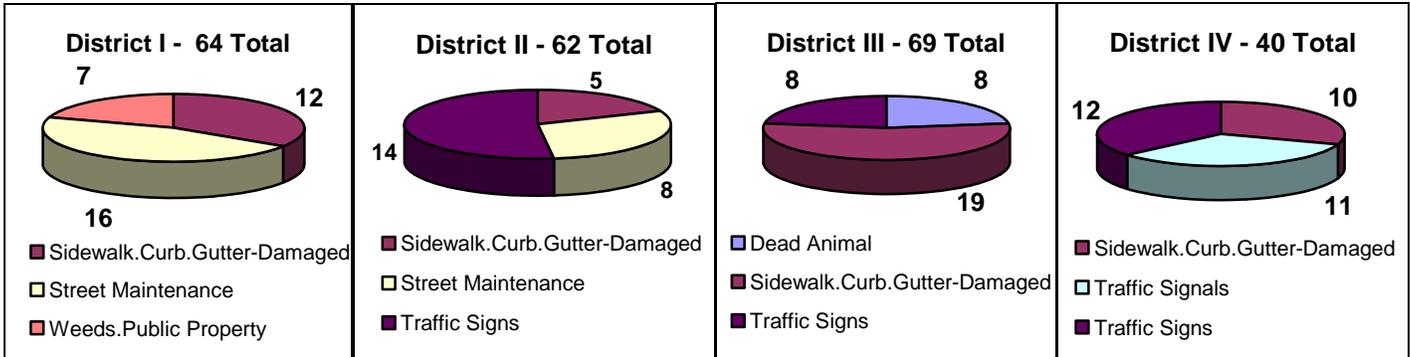
August 2010	Week 1	Week 2	Week 3	Week 4	MTD
	August 1-6	August 7-13	August 14-20	August 21-31	Total
Web Requests	16	17	6	20	59
Total Calls Handled by the Call Center	506	359	364	605	1,834
Total Metric for Call Center	522	376	370	625	1,893
Total Calls Rolled Over to Answering Service During Business Hours	0	18	0	0	18
Total Calls Rolled over to Answering Service After Hours	9	9	11	1	30

Work Request Breakdown

The work requests received by the City for the month of August were 2,269.



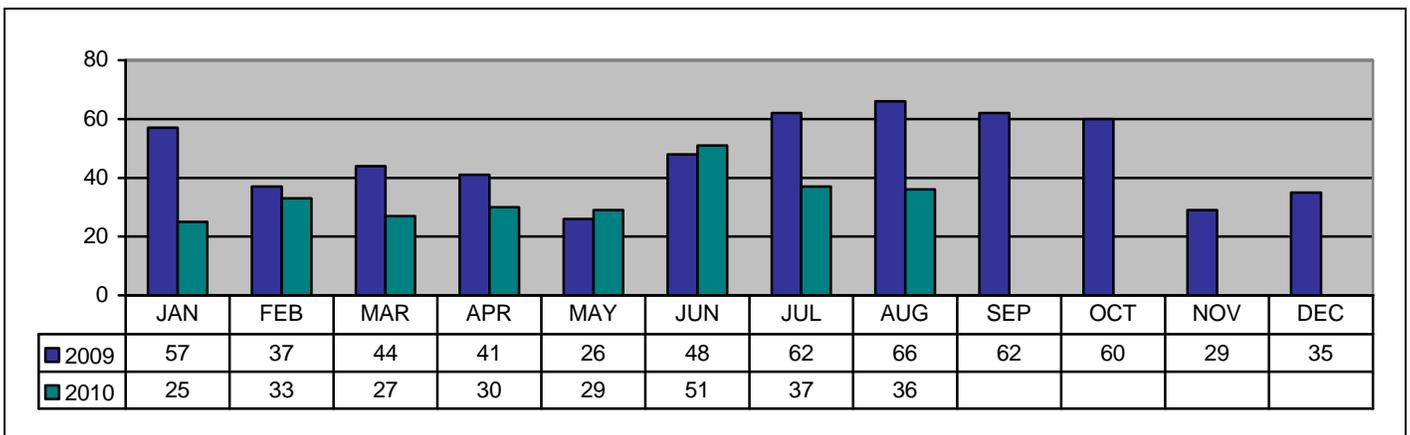
Work Request by District and Top Three Issues



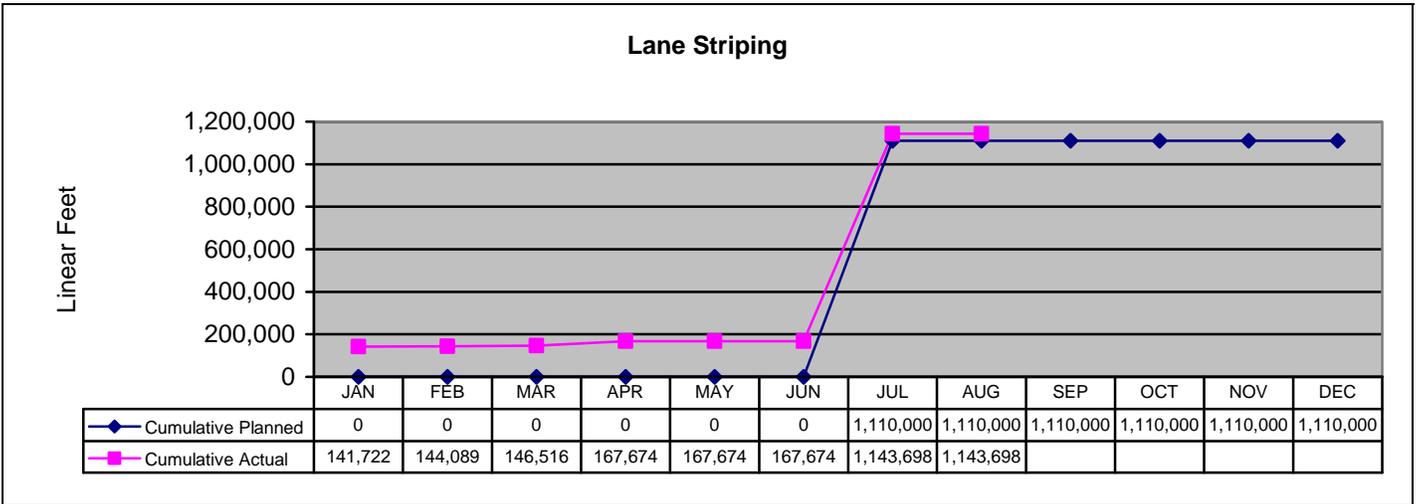
Compliance Summary

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)	33	85%	33	100%	0
2 - Important (Completed within 3 Business Days)	48	85%	47	98%	1.06
3 - Standard (Completed within 10 Business Days)	21	85%	21	100%	5.52
4 - Preventative Maintenance (Scheduled Work)	164	N/A	N/A	N/A	N/A
Grand Total	266				
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard		Compliance %
	1,893		85%		89%

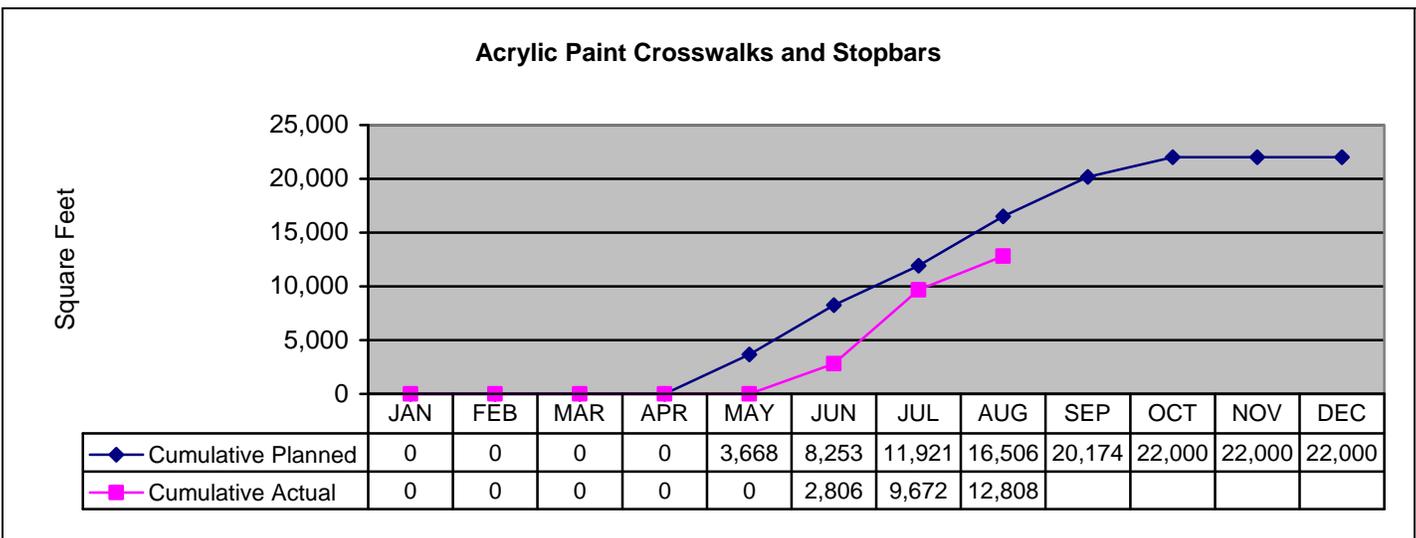
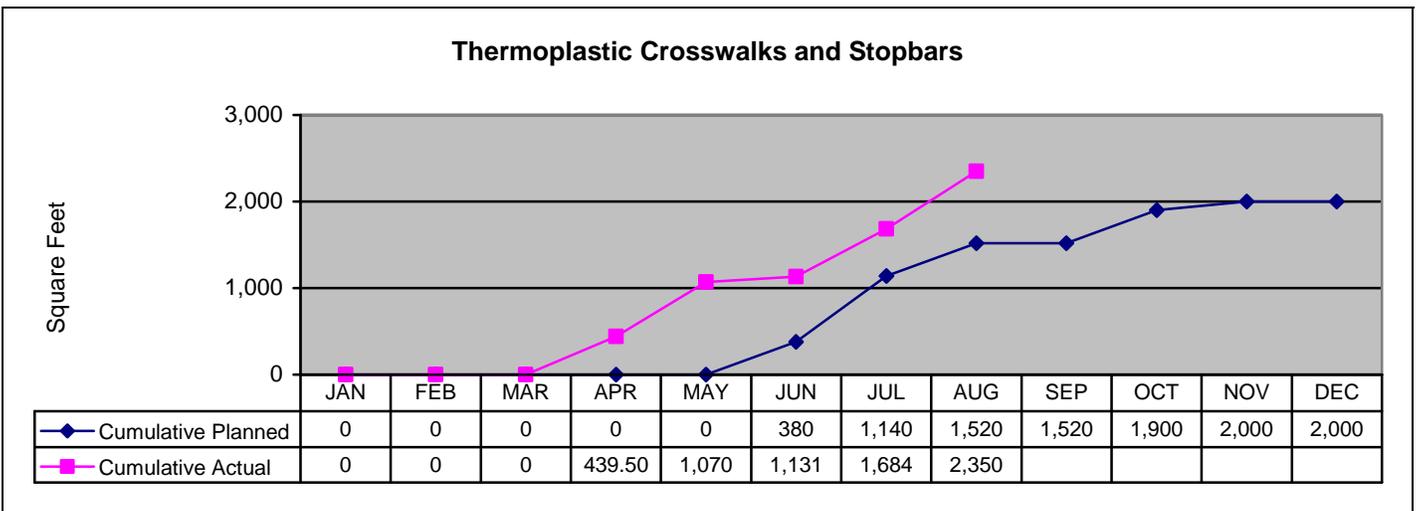
Annual Comparative Right-Of-Way Permits



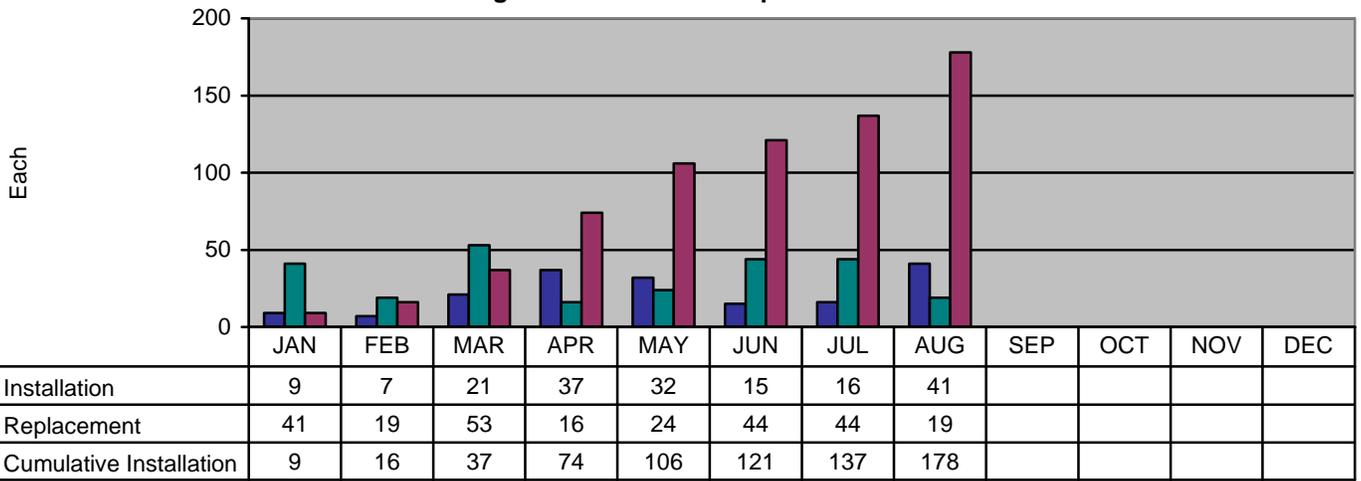
Traffic Maintenance



The January striping quantity was reduced to 141,722 feet after inspection and finding of premature degradation due to deicer.

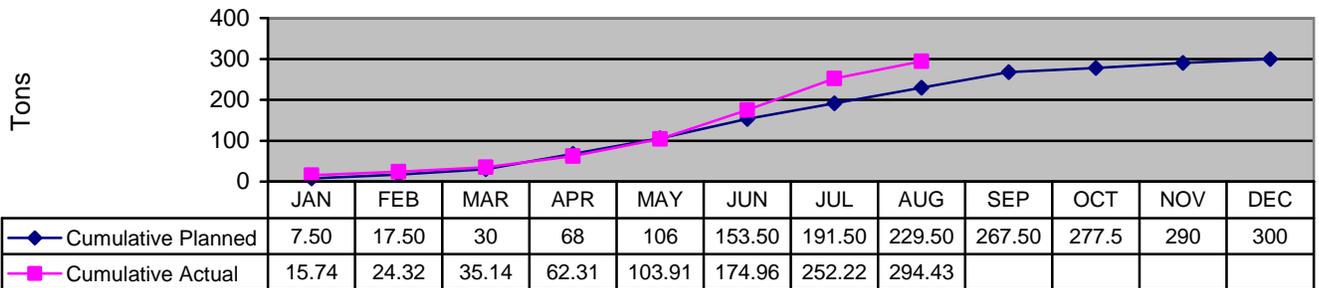


Sign Installation and Replacement

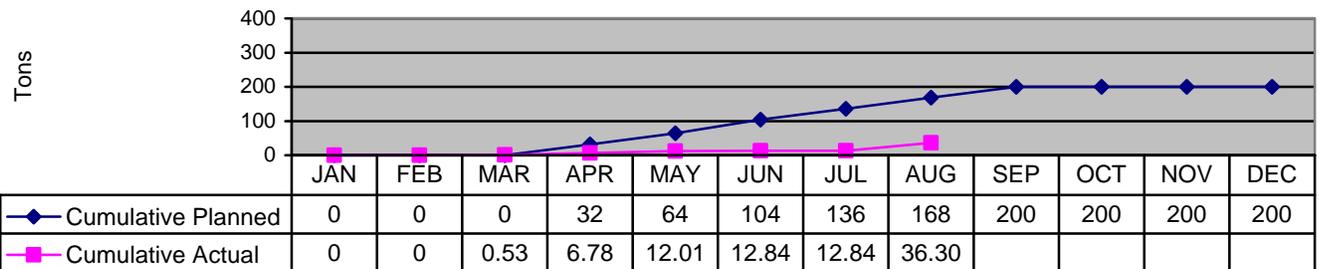


Pavement Maintenance

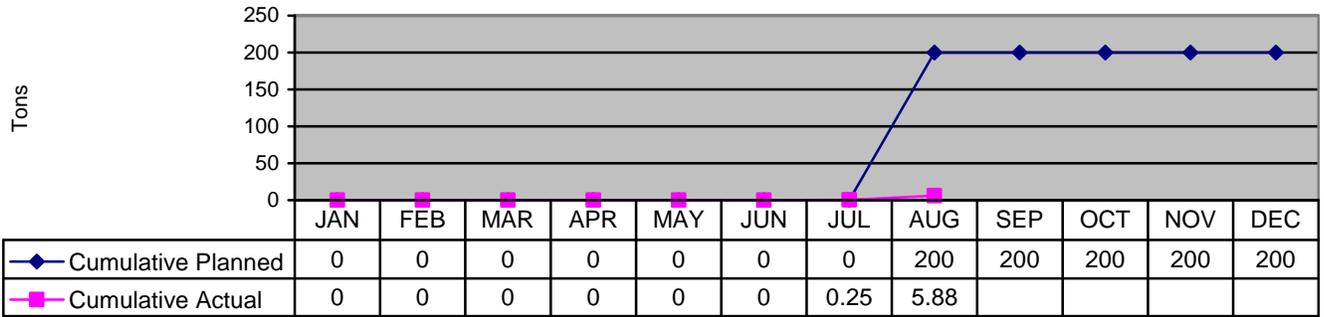
Pothole Patching



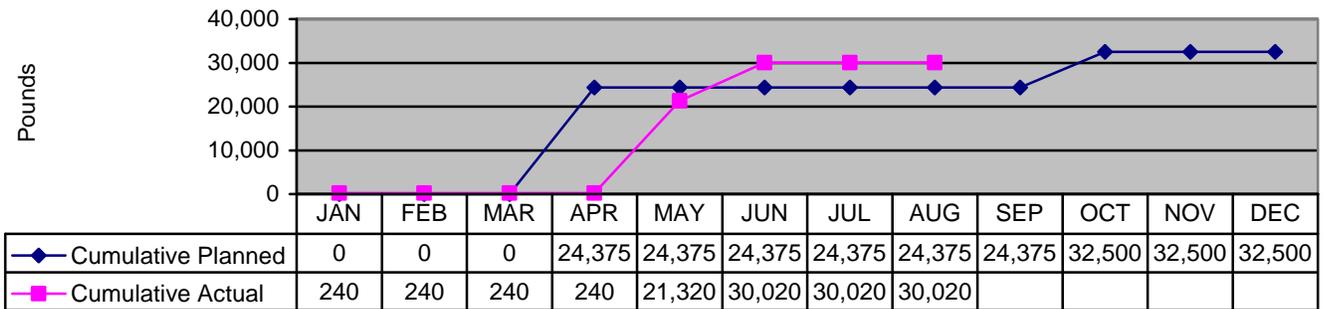
Patch Back



Major Patching

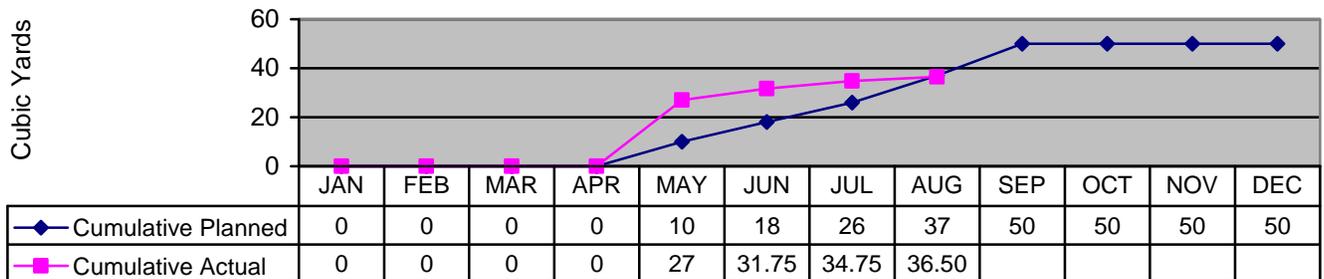


Crack Seal

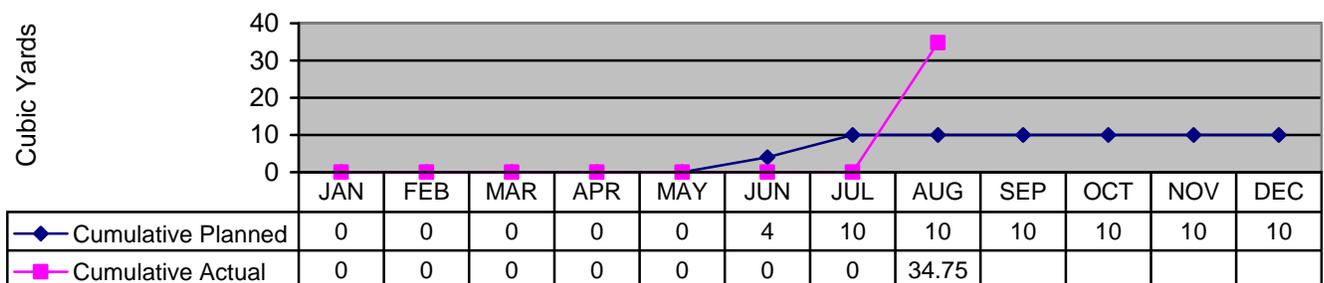


Concrete Replacement

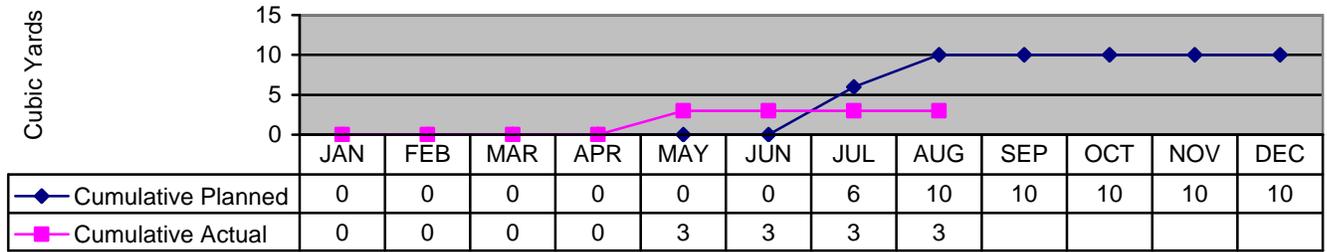
Sidewalk



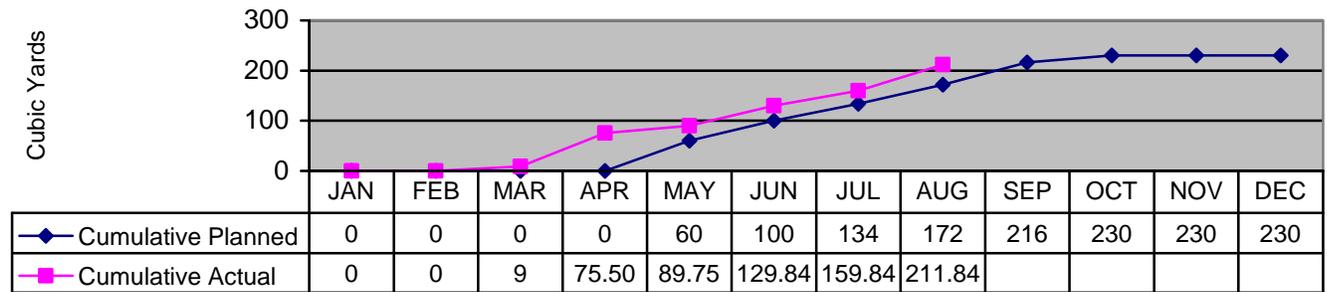
ADA Ramps



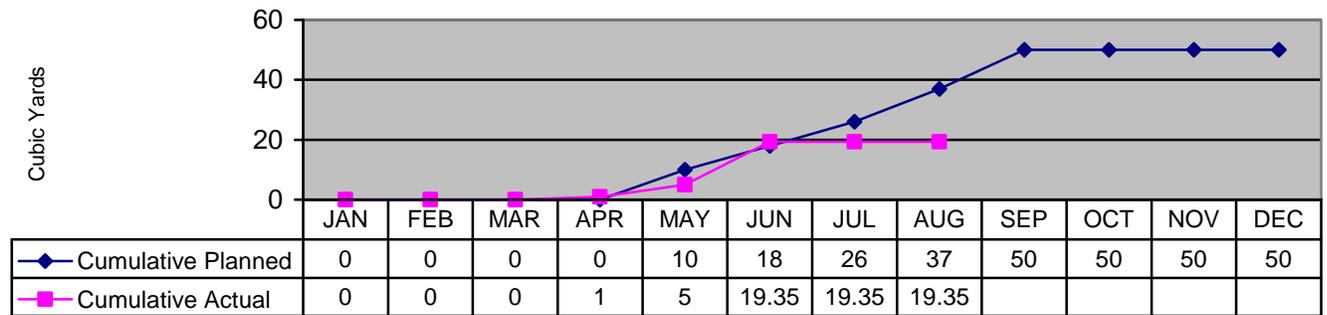
Crosspans and Aprons



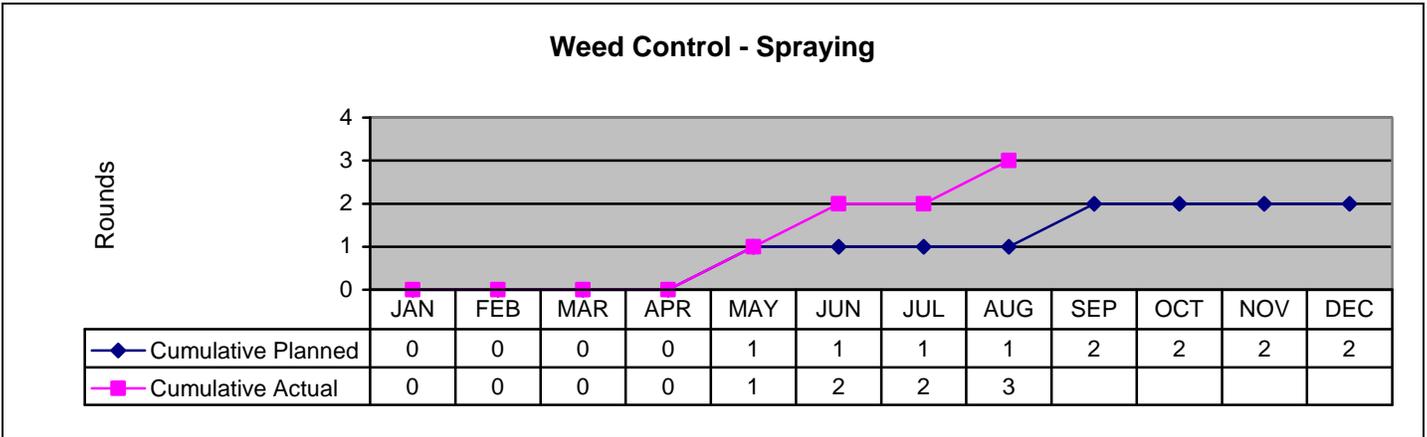
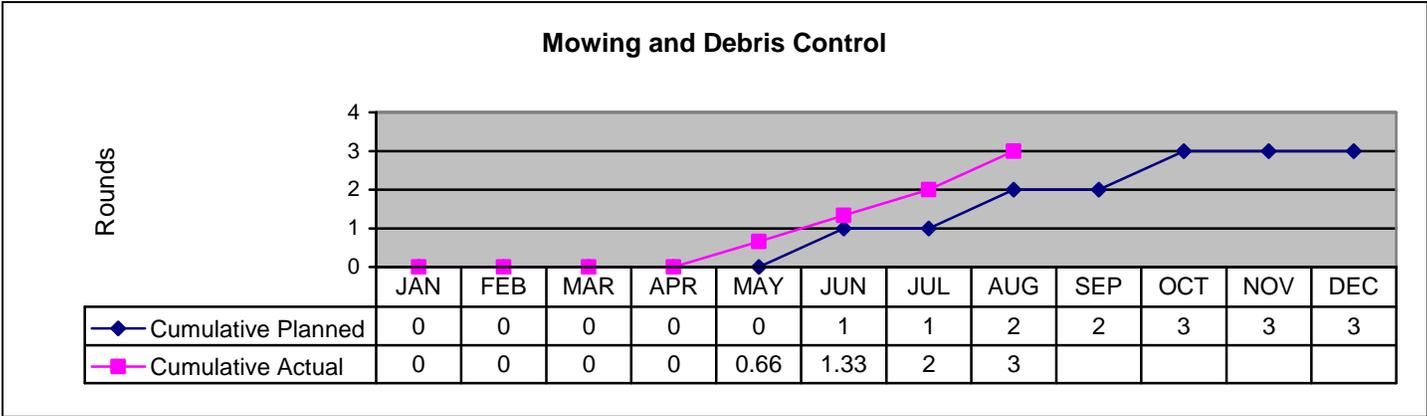
Curb, Gutter and Sidewalk Combination



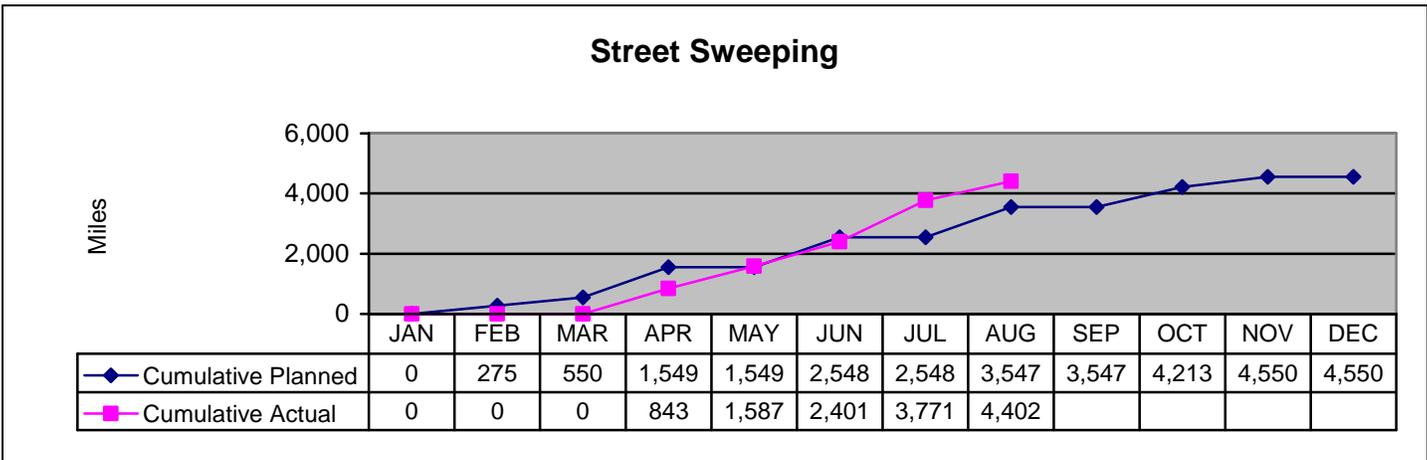
Curb and Gutter



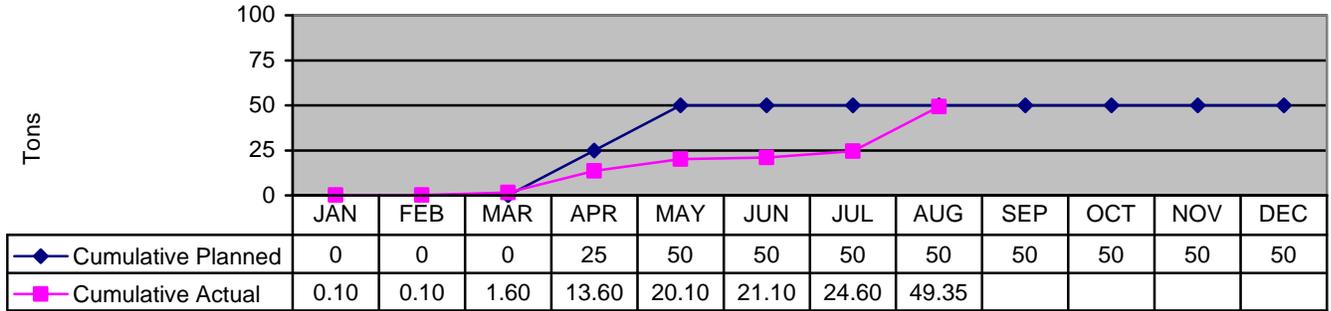
Mowing, Debris and Weed Control



Street Sweeping and Gravel Maintenance



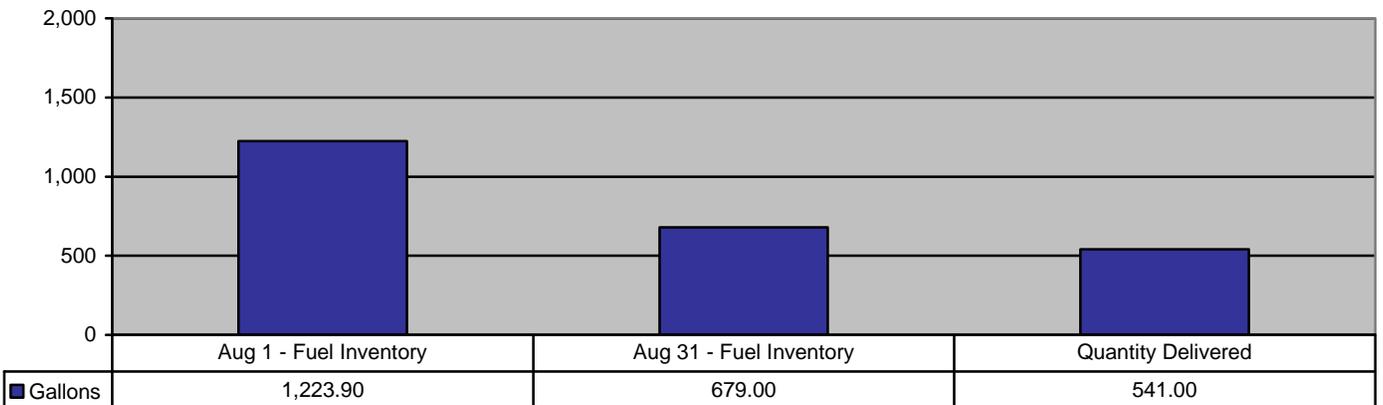
Gravel Maintenance



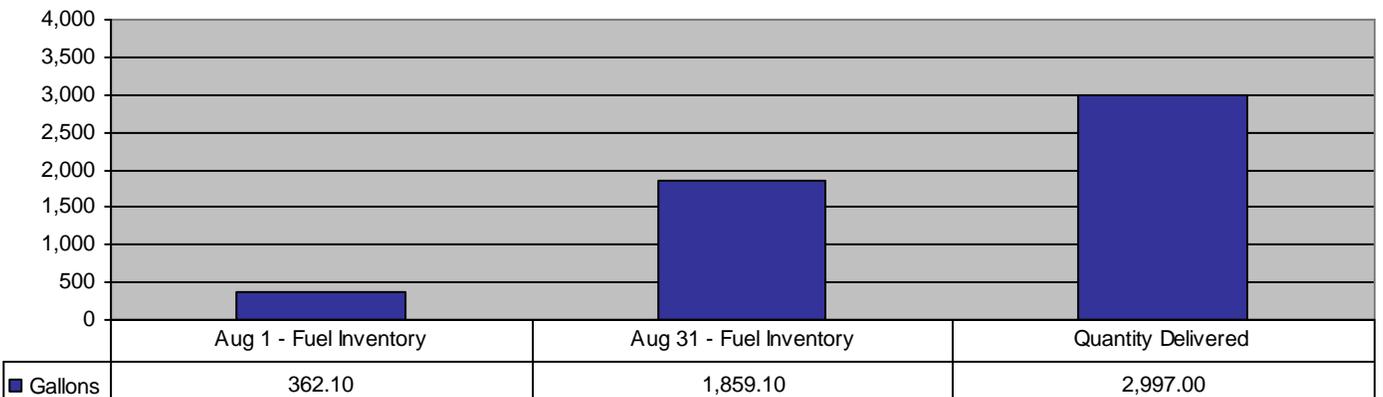
Fuel Inventory

Fuel volume will change approximately .5% for every 10 degrees Fahrenheit change in fuel temperature. As of August 15, 2010, no fuel orders are pending for delivery.

Unleaded Fuel



Diesel Fuel



Snow Material Inventory

A quantity of 1,000 tons of salt has been ordered, pending delivery.

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

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
Animal Cremation Services	\$ 5,000.00	\$ 4,820.00	\$ -	\$ 4,820.00
Asphalt/Coldmix	\$ 41,700.00	\$ 26,351.49	\$ 3,934.59	\$ 22,416.89
Deceased Animal Pick-Up (Large Animals)	\$ 5,000.00	\$ 5,000.00	\$ 520.00	\$ 4,480.00
Fuel	\$ 137,000.00	\$ 87,439.08	\$ 10,112.84	\$ 77,326.24
Mosquito Control	\$ 37,960.60	\$ 14,987.28	\$ 5,743.34	\$ 9,243.94
Snow Materials	\$ 287,500.00	\$ 102,831.82	\$ -	\$ 102,831.82
Traffic Signal Maintenance	\$ 165,375.00	\$ 98,119.70	\$ 25,610.38	\$ 72,509.32

*The Budget amount for Animal Cremation Services has been reduced to \$5,000 due to \$2,000 of the budget belongs to Animal Services.

* Deceased Animal Pick-Up for large animals has been added.