



**City of Centennial**  
**Public Works Department**  
**Operations and Traffic Engineering**  
**Monthly Report - August 2011**

## ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,749.
- [Work Requests](#) – The total number of work requests received were 2,171.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed between 86%-100% compliance and the Call Center compliance metric was 89%.
- [Right-Of-Way Permits](#) – There were 39 permits issued in August.
- [Traffic Maintenance](#) – A total of 55 signs were installed and 36 were replaced for the month.
- [Pavement Maintenance](#) – August pothole patching required 73 tons of asphalt.
- [Concrete Replacement](#) – 57.50 cubic yards of concrete was placed for the month of August.
- [Mowing, Debris, and Weed Control](#)
- [Street Sweeping and Shoulder Maintenance](#)
- [2011 Performance Measures](#)
- [Fuel Inventory](#) – Unleaded Fuel Usage and Diesel Fuel Usage
- [Vehicle Use and Efficiency](#) – Calculation of fuel used by vehicle number.
- [Snow Material Inventory](#)
- [City Budgets](#)

## REVENUE

The August right-of-way permit revenue, excluding pavement restoration fees, was \$24,543.

## PUBLIC WORKS MAJOR ACTIVITIES

Opened bids for the 2011 Traffic Signal Pole Maintenance Project. Bids canceled due to being over budget.

Completed the 2012 Signal Maintenance Request for Proposal (RFP) for City Staff review.

Conducted a neighborhood meeting for the 2011 Neighborhood Traffic Management Program (NTMP) for the Southwood project.

Continued sign data collection as part of the annual sign inspection program.

Coordinated the completion of the signal pole installations by Verizon Wireless at Dry Creek/Holly and Dry Creek/Colorado.

Coordinated the completion of the Energy Efficient and Conservation Block Grant (EECBG) solar school beacons project.

Completed the 2010 Public Works Annual Report.

## A LOOK AHEAD

- Develop the traffic mitigation plan for the 2011 NTMP – Southwood project.
- Continue sign data collection as part of the annual sign inspection program.
- Release the 2012 Signal Maintenance RFP.
- Issue a change order to WL Contractors to paint signal poles under the signal maintenance contract.
- Develop year-end projections of contract quantities to identify items requiring tradeout.
- Assist with testing Intuicom radios for signal communication network and follow through with purchasing if test is successful.
- Public Works crews will continue to perform maintenance on traffic signs.
- Public Works crews will also continue to work on projects and activities for Field Maintenance Operations.

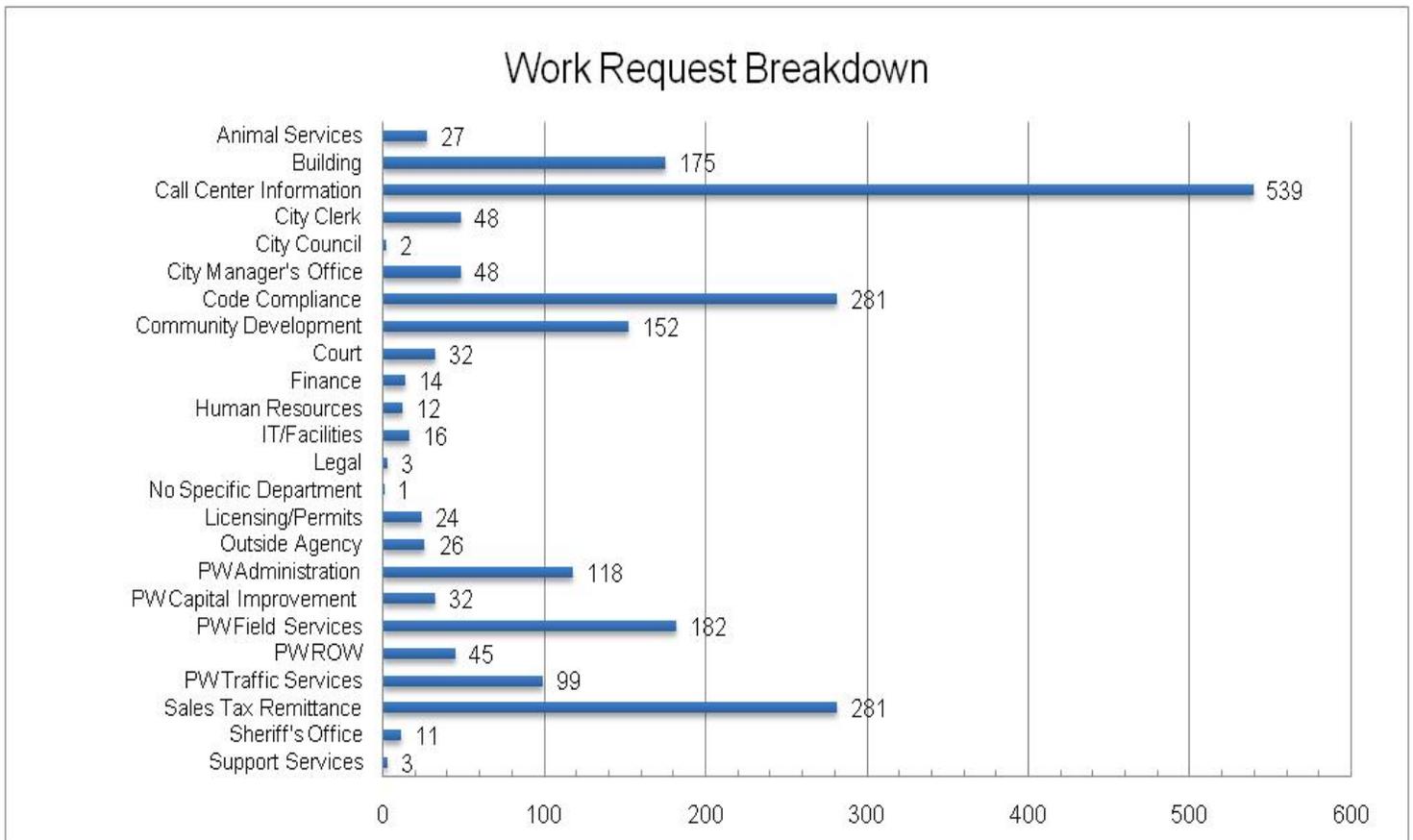
## Call Center

In August, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,749 which includes 66 web requests. Only 75 calls were routed to the answering service during business hours, and a total of 42 calls after business hours. Overall, for the month of August, the Call Center had an 89% compliance metric of answering phone calls within 120 seconds.

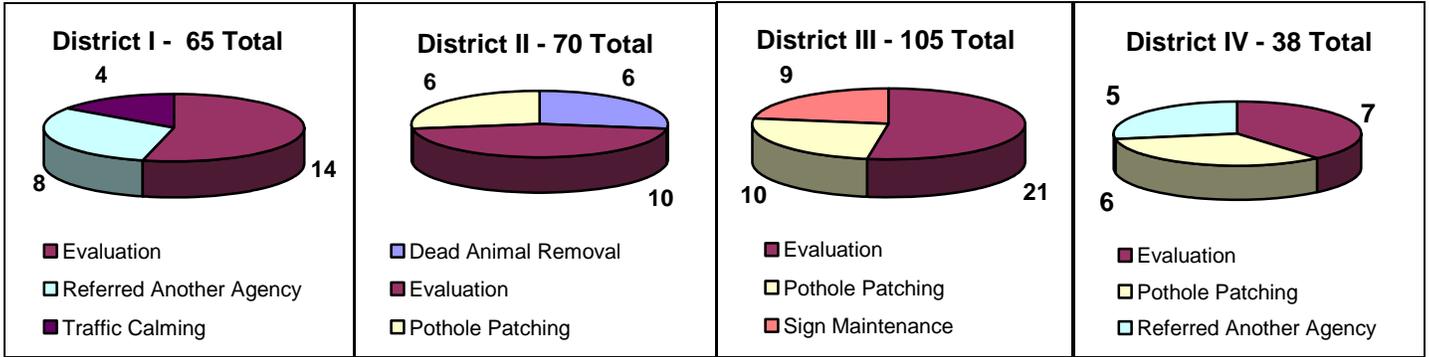
August 2011	Week 1	Week 2	Week 3	Week 4	MTD
	August 1-12	August 13-19	August 20-26	August 27-31	Total
Web Requests	35	11	10	10	<b>66</b>
Total Calls Handled by the Call Center	733	387	354	209	<b>1,683</b>
Total Metric for Call Center	768	398	364	219	<b>1,749</b>
Total Calls Rolled Over to Answering Service During Business Hours	31	13	20	11	<b>75</b>
Total Calls Rolled over to Answering Service After Hours	22	12	8	0	<b>42</b>

## Work Request Breakdown

The work requests received by the City for the month of August were 2,171.



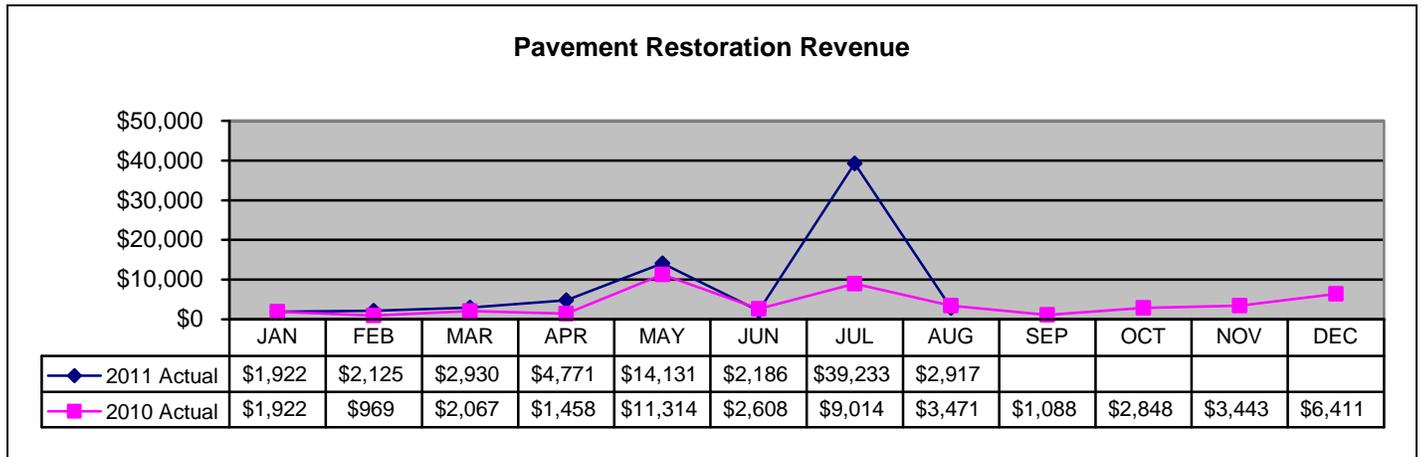
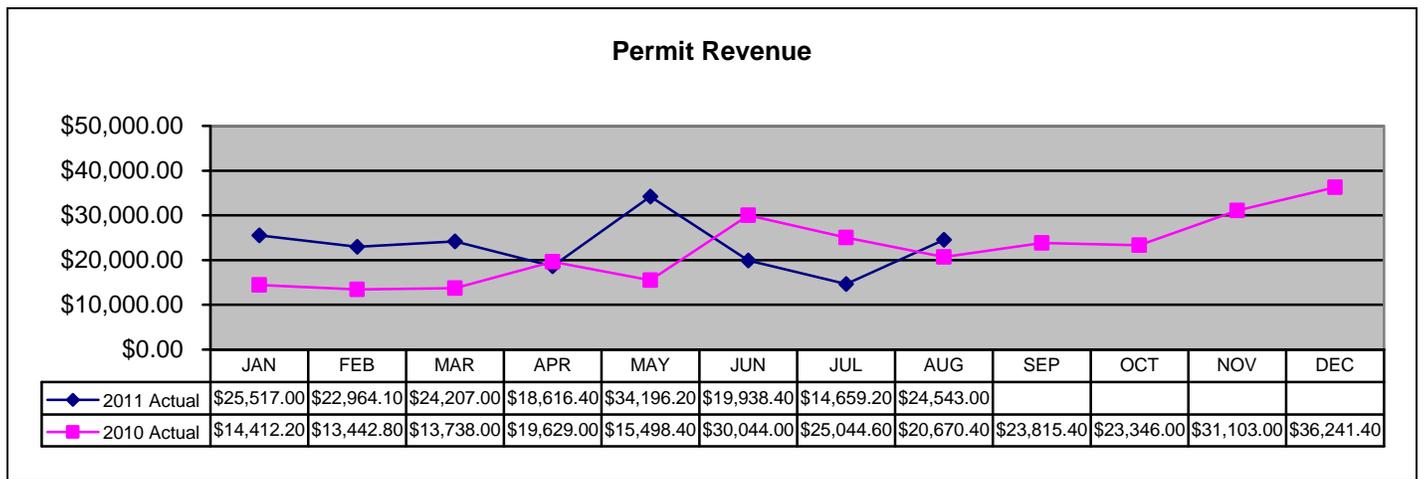
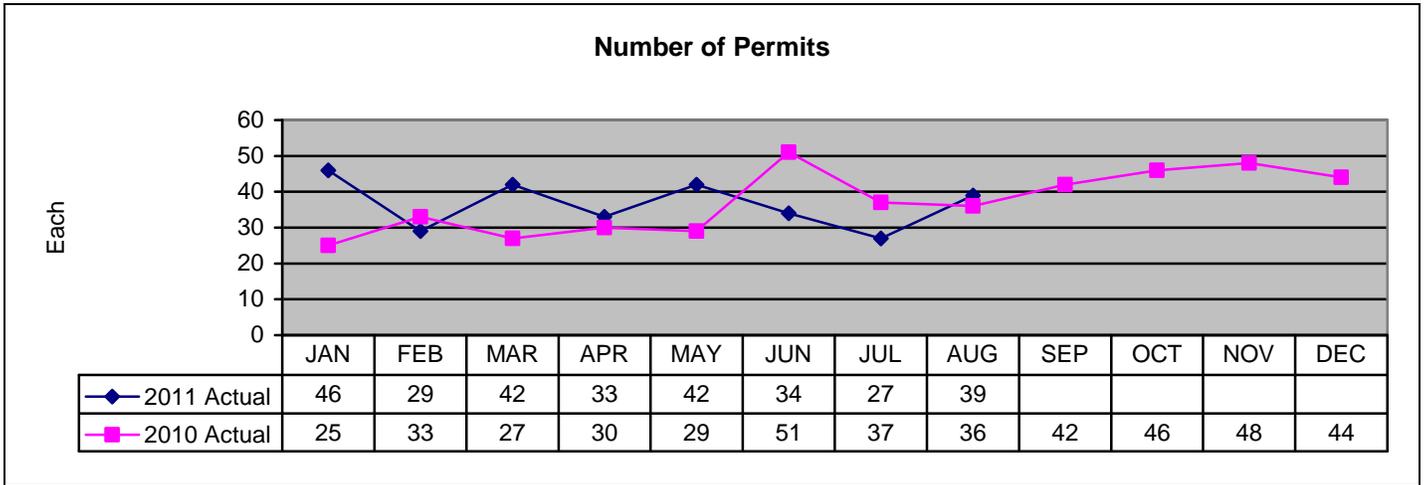
## Work Request by District and Top Issues



## Compliance Summary

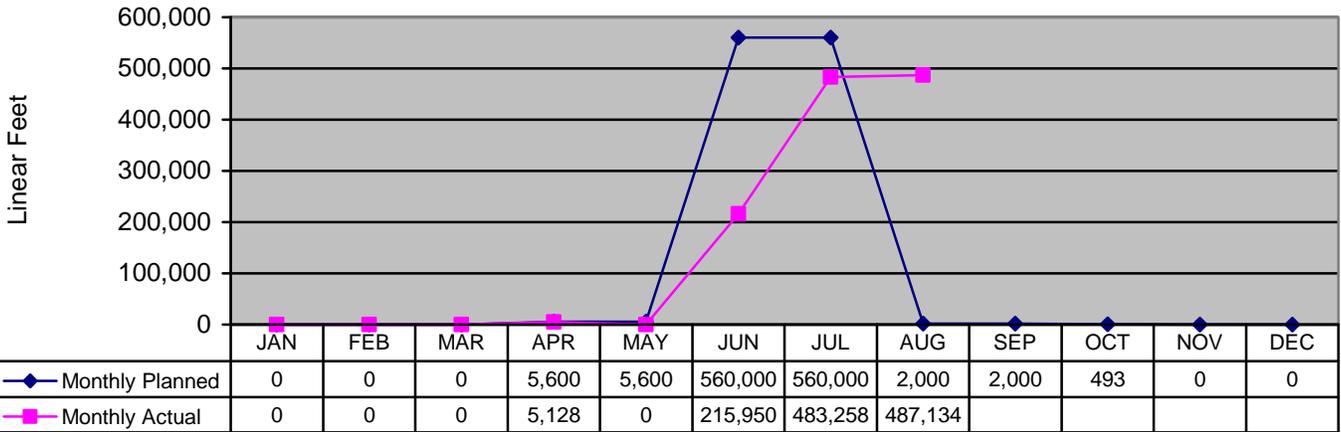
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	50	85%	49	98%	.12
2 - Important (Completed within 3 Business Days)	65	85%	65	100%	1.07
3 - Standard (Completed within 10 Business Days)	22	85%	19	86%	5.26
4 - Preventative Maintenance (Scheduled Work)	187	85%	N/A	N/A	N/A
<b>Grand Total</b>	<b>324</b>				
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard		Compliance %
	1,749		85%		89%

## Annual Comparative Right-Of-Way Permits

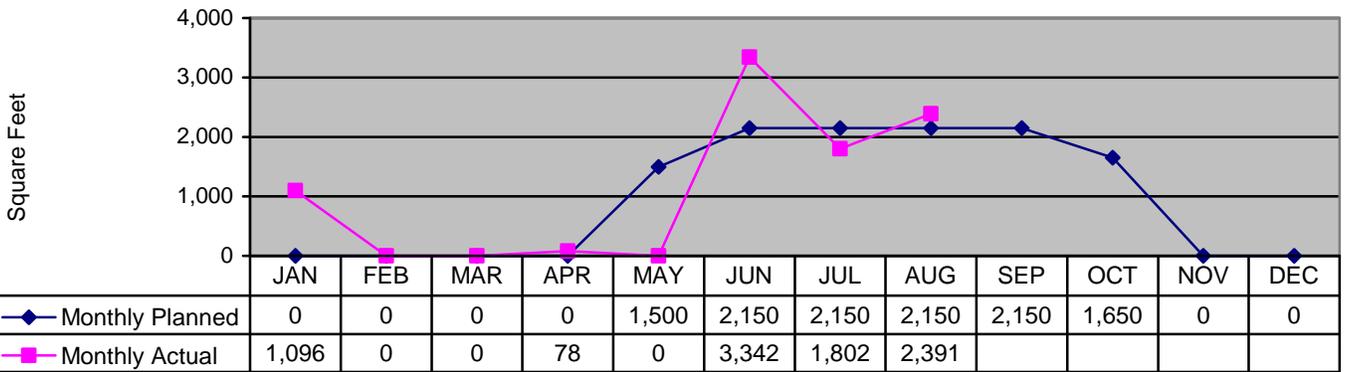


# Traffic Maintenance

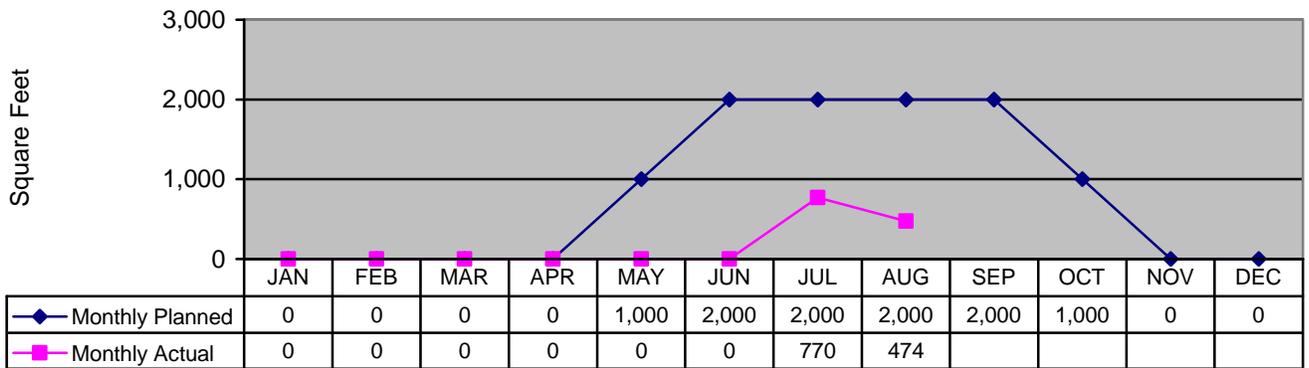
## Lane Striping



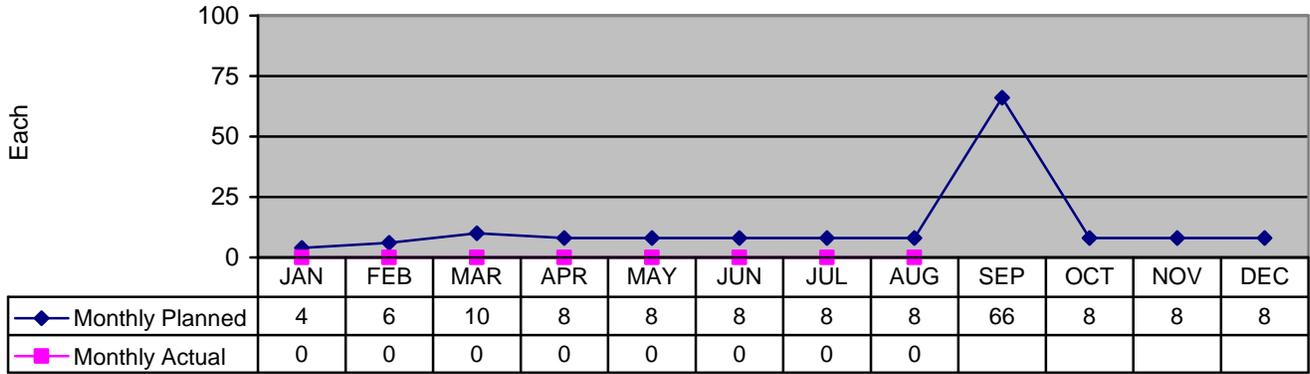
## Thermoplastic Crosswalks and Stopbars



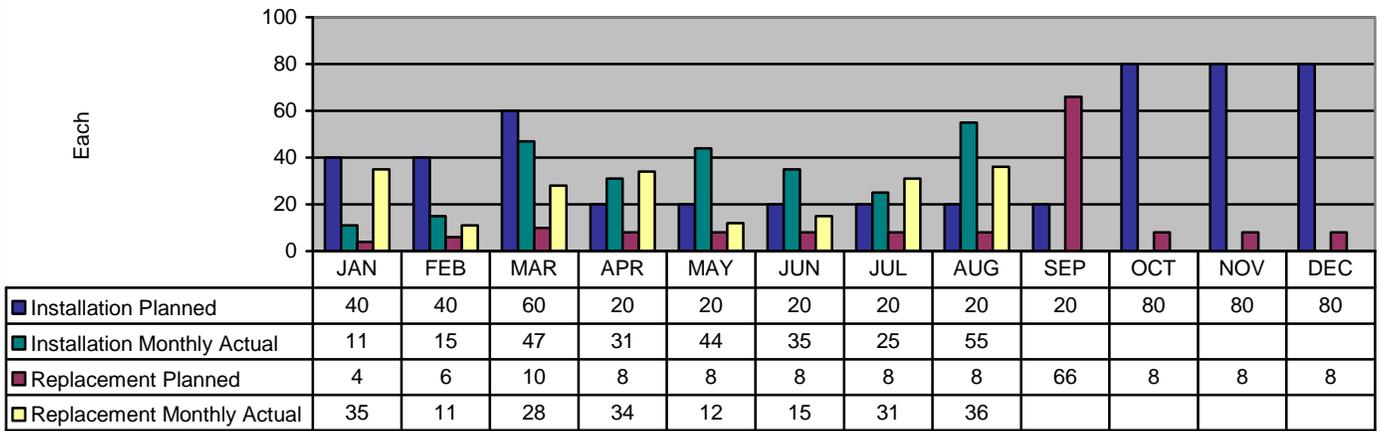
## Acrylic Paint Crosswalks and Stopbars



### Traffic Counts

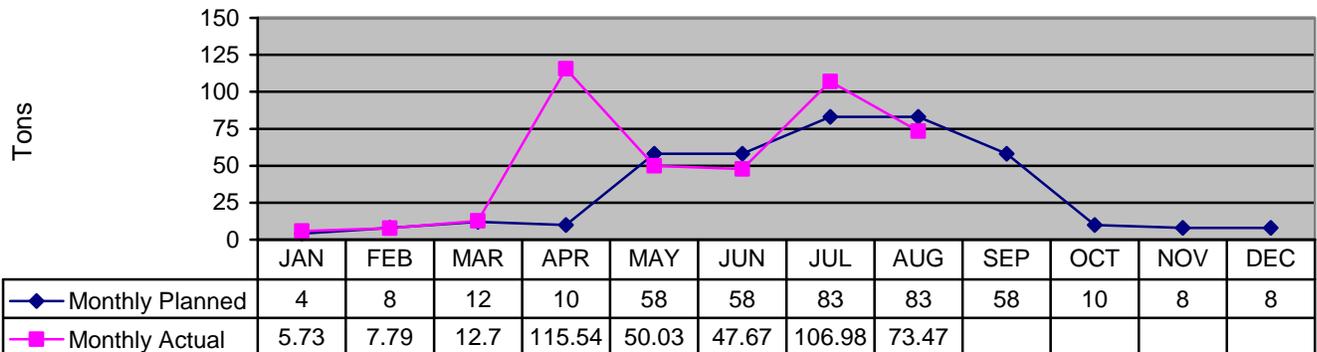


### Sign Installation and Replacement

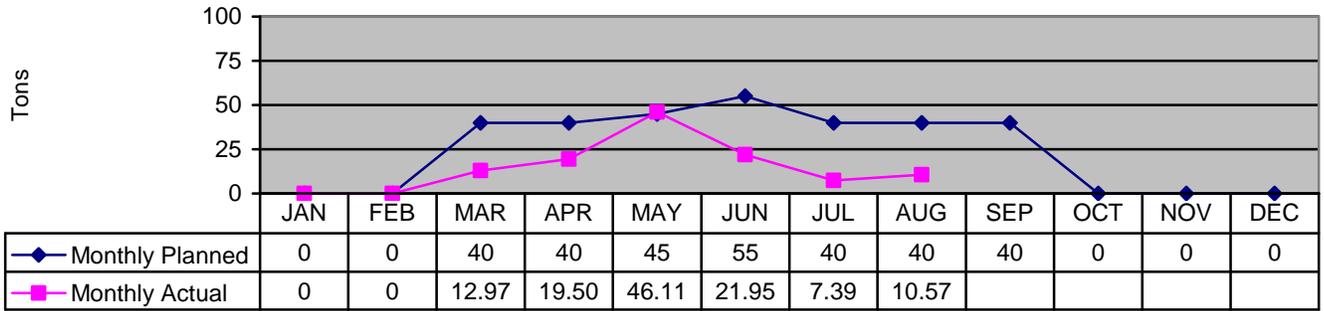


### Pavement Maintenance

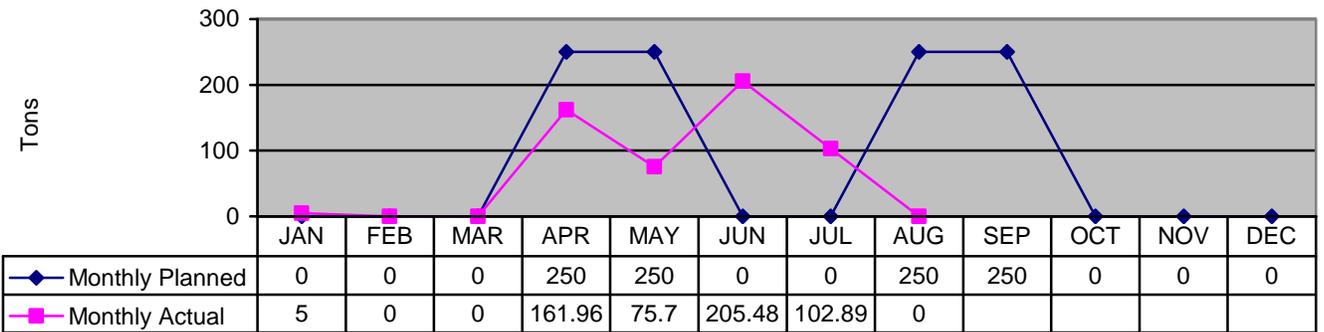
#### Pothole Patching



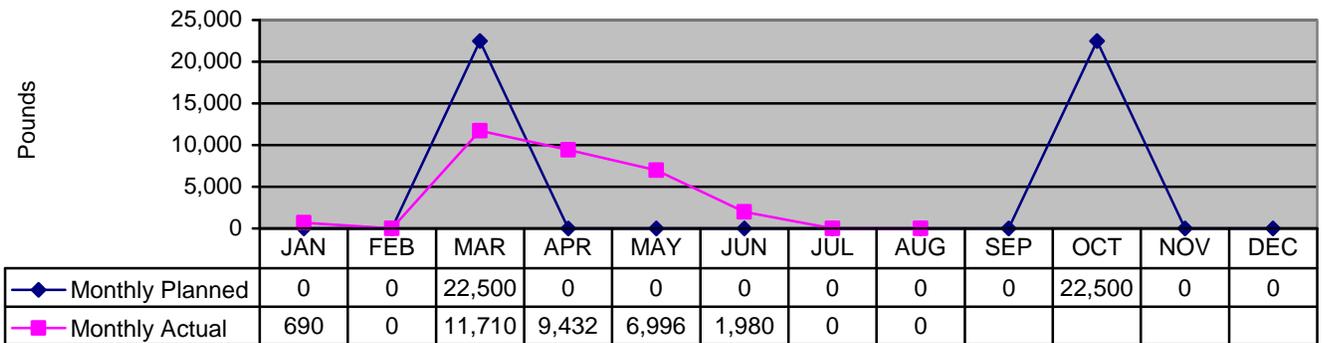
### Patch Back



### Major Patching

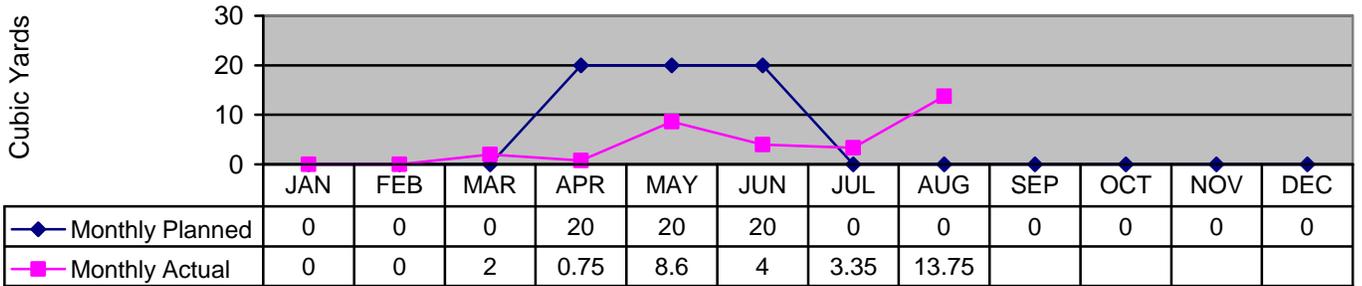


### Crack Seal

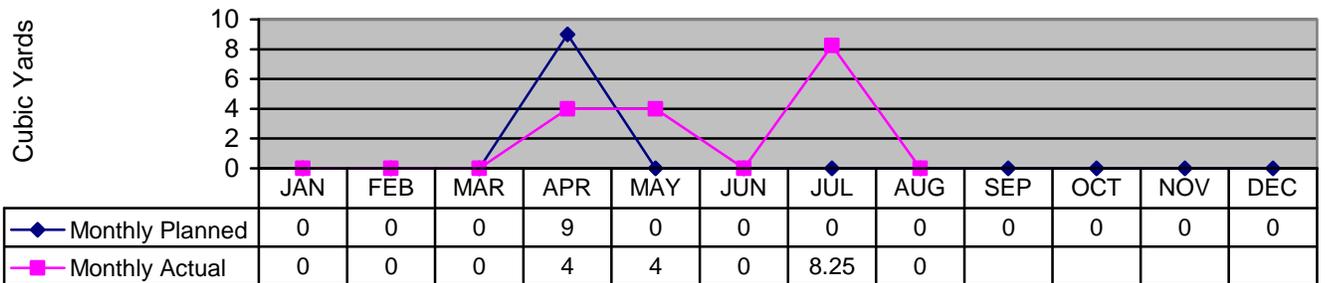


# Concrete Replacement

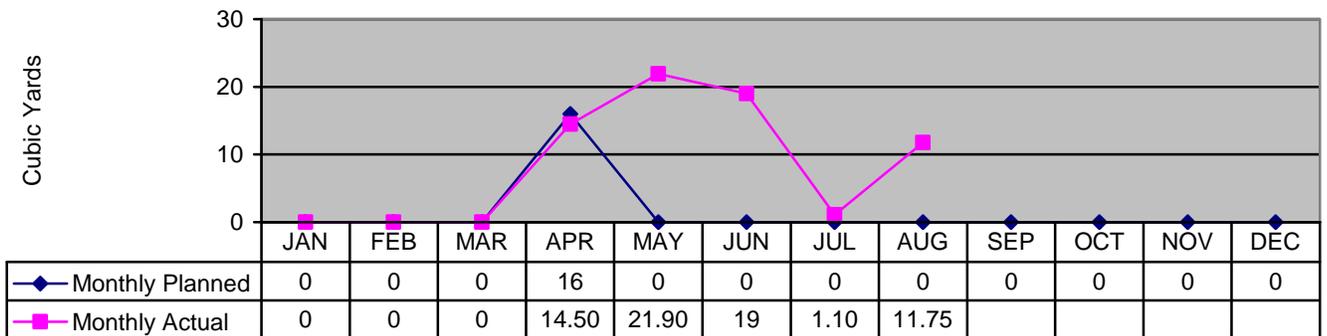
## Sidewalk



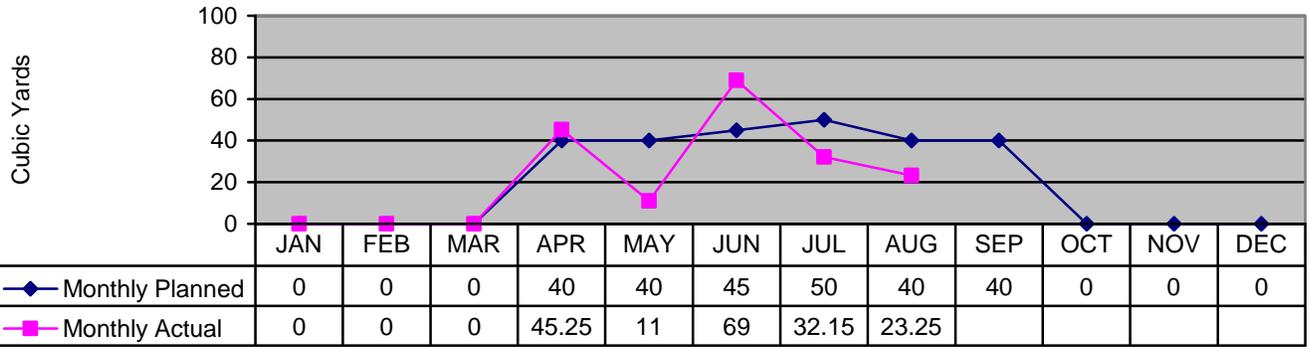
## ADA Ramps



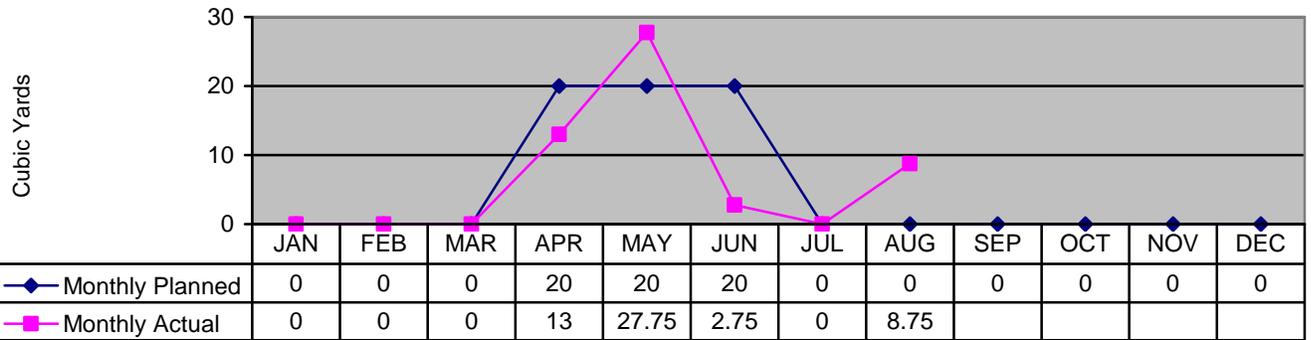
## Crosspans and Aprons



### Curb, Gutter and Sidewalk Combination

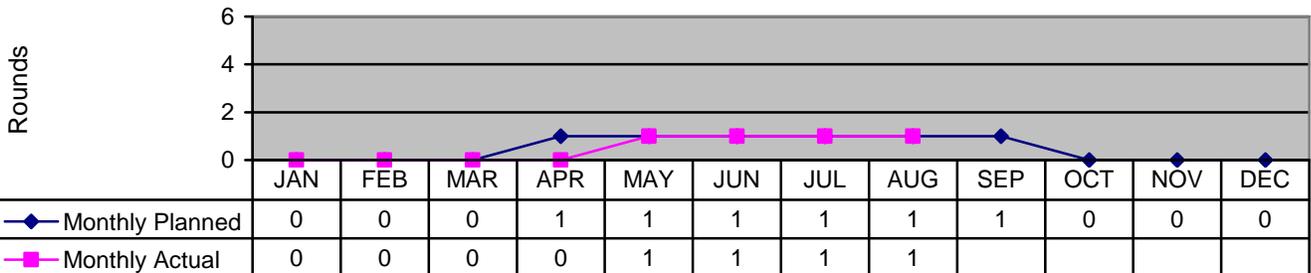


### Curb and Gutter

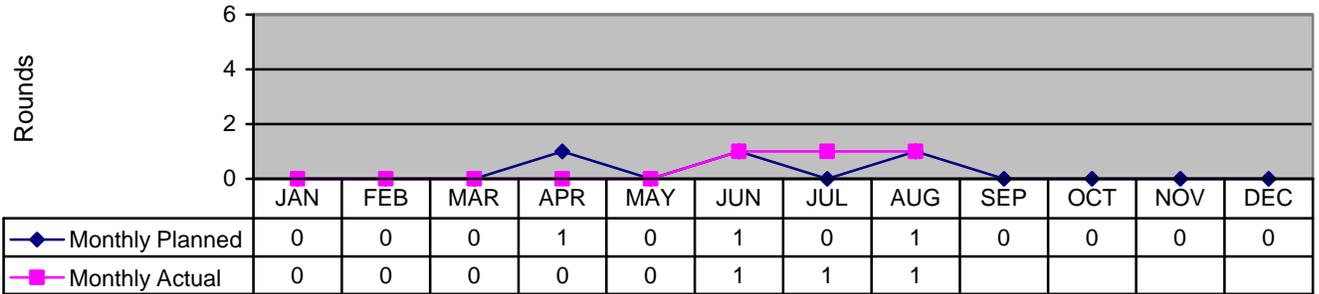


### Mowing, Debris and Weed Control

#### Mowing and Debris Control

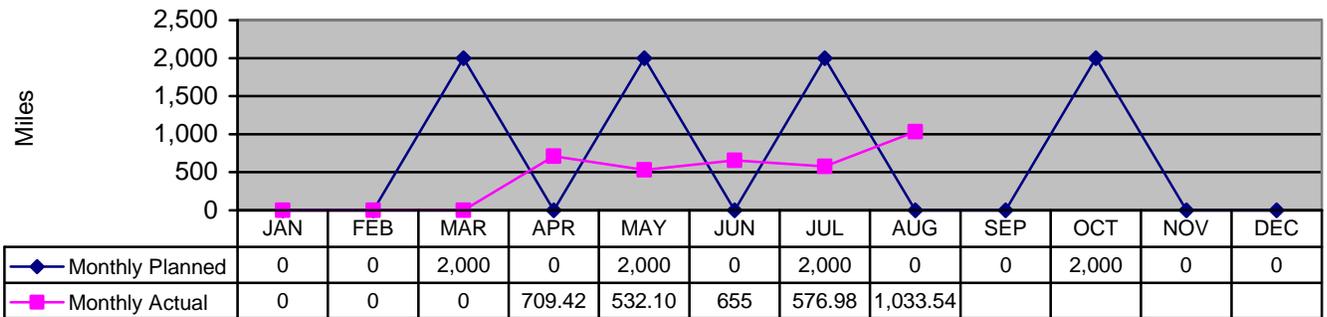


### Weed Control - Spraying

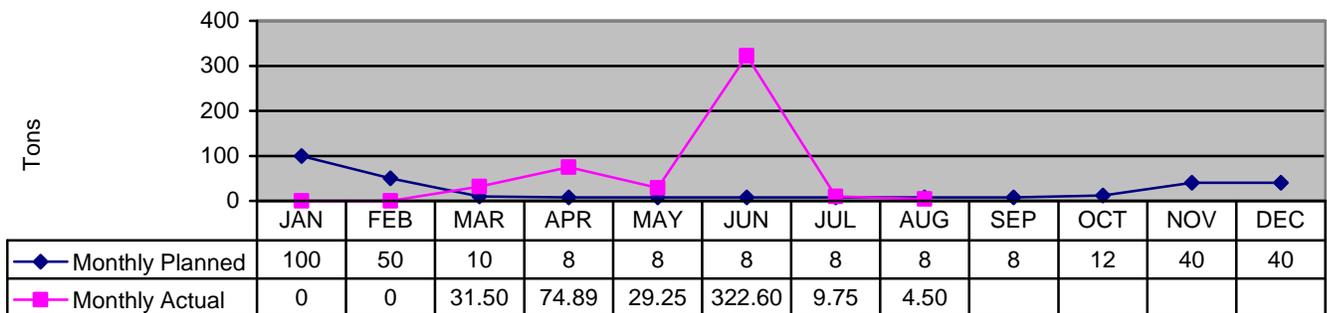


### Street Sweeping and Gravel Maintenance

#### Street Sweeping

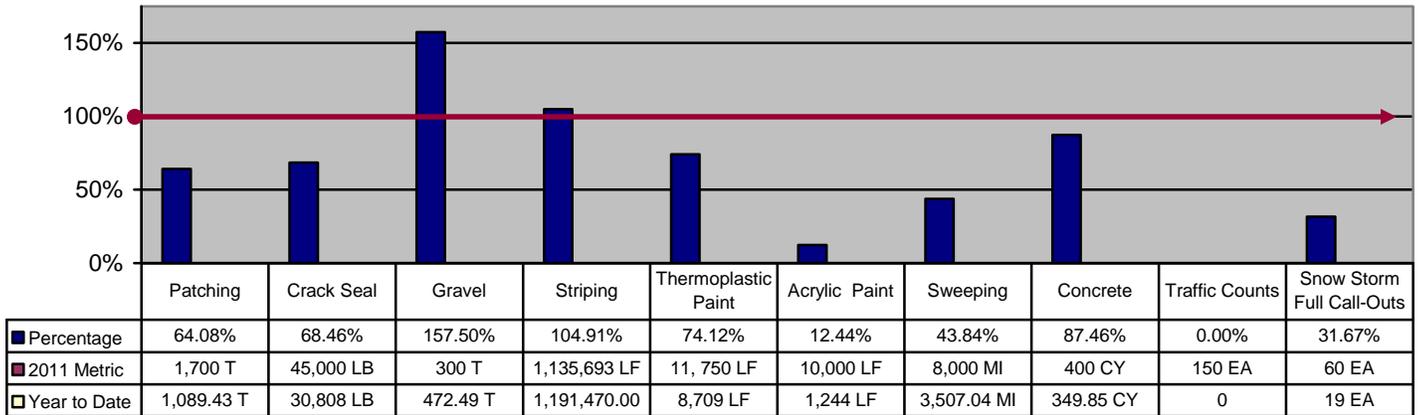


#### Gravel Maintenance



## 2011 Performance Measures

### Percentage of Metric

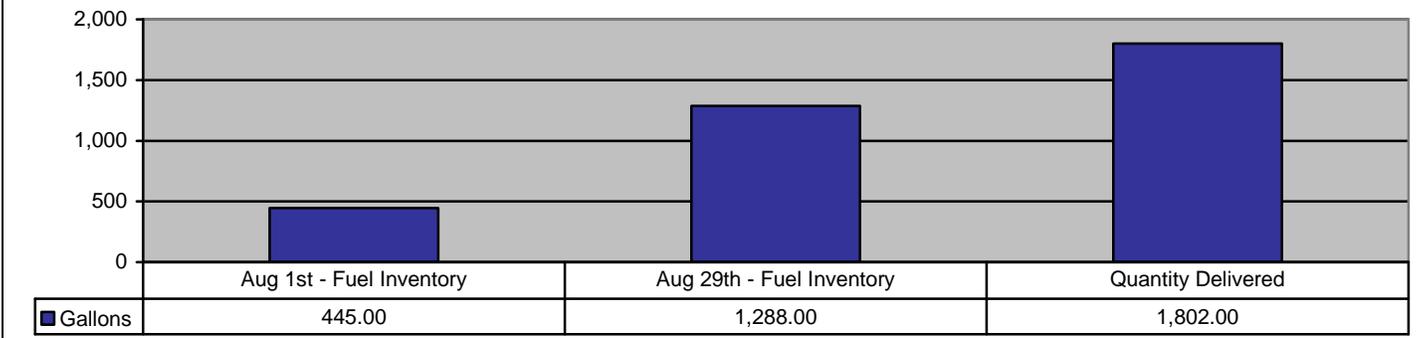


Tons = T      Pounds = LB      Linear Feet = LF      Square Feet = SF      Miles = MI      Cubic Yards = CY      Each - EA

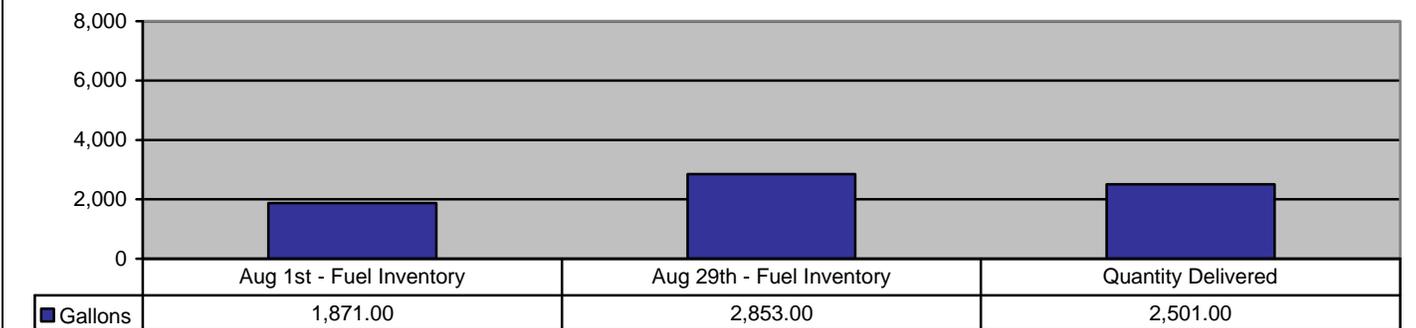
## Fuel Inventory

Fuel volume will change approximately .5% for every 10 degrees Fahrenheit change in fuel temperature. Fuel dips are completed on Monday mornings. A fuel delivery was received the first week of August.

### Unleaded Fuel



### Diesel Fuel



**Vehicle Use and Efficiency**  
**Period 8/1/11 to 8/31/11**

Vehicle #	Fuel Type	Description	MPG	Miles
4766	DIESEL	2004 Ford F-350 4wd Supercab	8.20	542
7802	DIESEL	1998 IHC T/A dump	5.50	675
7850	DIESEL	1997 IHC T/A dump	6.20	217
7919	DIESEL	2000 IHC T/A dump	3.60	283
7920	DIESEL	2000 IHC T/A dump	3.90	314
8847	DIESEL	Navigator Patch Truck	7.90	854
7759	DIESEL	1997 Freightliner Dump	7.40	1,054
7800	DIESEL	1998 IHC T/A dump	5.30	56
			<b>DIESEL Total</b>	<b>3,995</b>
1597	UNLEADED	1997 ford F-250 4wd	9.60	906
2165	UNLEADED	1999 Ford F-250 4wd Supercab	15.50	900
2189	UNLEADED	1999 Ford F-350 2wd dump body	4.80	426
2396	UNLEADED	2000 Ford F-350 2wd	9.90	838
2398	UNLEADED	Ford F-350	5.80	631
2693	UNLEADED	2001 Ford F-350 4wd	11.00	909
3388	UNLEADED	2002 Ford Ranger 4wd ext cab	16.20	1,862
3396	UNLEADED	2002 Ford F-250 4wd	5.50	761
5993	UNLEADED	Ford F-150	13.30	452
5994	UNLEADED	Ford F-150	15.40	1,387
5995	UNLEADED	Ford F-150	13.30	1,635
5996	UNLEADED	Ford F-150	10.70	686
9032	UNLEADED	Ford F-150	11.10	653
			<b>UNLEADED Total</b>	<b>12,046</b>
			<b>Grand Total</b>	<b>16,041</b>

## Snow Material Inventory Period 8/1/11 to 8/31/11

	Beginning Inventory	Delivered	Used	Ending Inventory
<b>Liquid Material</b>				
APEX (MgCl)	1,967.00	0.00	0.00	1,967.00
<b>Solid Material</b>				
Deicer (Salt & Ice Slicer)	1,898.91	0.00	0.00	1,898.91
Anti Skid (Sand/Salt Mix)	309.00	0.00	0.00	309.00
<b>Total</b>	<b>2,207.91</b>	<b>0.00</b>	<b>0.00</b>	<b>2,207.91</b>

### 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.

	2011 Budget	2011 Contract/PO Amount	Previous Balance	Invoice Amount Received	Remaining Balance
Animal Cremation Disposal (Pet Cremation Services)	\$ 4,000.00	\$ 3,000.00	\$ 2,766.00	\$ -	\$ 2,766.00
Asphalt/Coldmix Material	\$ 90,000.00	\$ 90,000.00	\$ 57,509.56	\$ (4,015.16)	\$ 53,494.40
Large Deceased Animal Pick-Up (Animal & Pest Control)	\$ 3,000.00	\$ 3,000.00	\$ 1,950.00	\$ -	\$ 1,950.00
Fuel	\$ 137,000.00	\$ 137,000.00	\$ 54,873.31	\$ (14,711.94)	\$ 40,161.37
Mosquito Control	\$ 34,460.00	\$ 34,460.00	\$ 11,486.68	\$ (5,743.33)	\$ 5,743.35
Snow Removal Materials	\$ 311,000.00	\$ 311,000.00	\$ 105,800.16	\$ -	\$ 105,800.16
Signal (Pole) Maintenance	\$ 75,000.00	\$ 75,000.00	\$ 75,000.00	\$ -	\$ 75,000.00
Signal Additions/Repairs	\$ 174,590.00	\$ 174,590.00	\$ 85,993.94	\$ (15,190.73)	\$ 70,803.21