



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

ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,251.
- [Work Requests](#) – The total number of work requests received were 1,923.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed in 100% compliance and the Call Center compliance metric was 96%.
- [Right-Of-Way Permits](#) – There were 44 permits issued in December.
- [Traffic Maintenance](#) – A total of 81 signs were installed and 46 were replaced for the month.
- [Pavement Maintenance](#) – Due to the winter season, crews will be using cold mix asphalt for pothole repairs.
- [Concrete Replacement](#) – 342 cubic yards have been completed to date for the concrete replacement program.
- [Mowing, Debris, and Weed Control](#)
- [Street Sweeping and Shoulder Maintenance](#)
- [Fuel Inventory](#) – Unleaded Fuel Usage and Diesel Fuel Usage
- [Snow Material Inventory](#)
- [City Budgets](#)

REVENUE

The December right-of-way permit revenue, excluding pavement restoration fees, was \$ 36,241.40.

PUBLIC WORKS MAJOR ACTIVITIES

Traffic Engineering Services (TES) completed developing the bid specifications and invitation-for-bid document for the Energy Efficiency and Conservation Block Grant (EECBG) Solar School Zone Beacons project.

The EECBG LED Traffic Lights project is closed. The LED installation at the City's traffic signals is complete. Xcel Energy converted traffic signal accounts to reflect the 100% LED energy consumption. The City should see a significant savings.

TES coordinated the completion of year-end signal maintenance extra work, totaling \$31,582, which included the installation of 31 oversized street name signs, 30 pedestrian countdown timers and a new left-turn phase at Arapahoe/Race.

TES developed an IKEA wayfinding plan and sign templates.

Encumbered funds to purchase new time clocks to upgrade existing school beacon equipment.

TES also developed a scope of work for the DRCOG 2010 Signal Communications Project that will be completed in 2011.

Public Works crews began sweeping the arterial streets on December 13th.

Crews will continue to repair small asphalt failure areas and potholes throughout the City using coldmix.

The upgrade of our ESRI was successful as well as the CarteGraph Mobility Software installation. We are currently on schedule with the expectation to be fully deployed and functional by January 31, 2011.

A LOOK AHEAD

- Coordinate bidding of the EECBG Solar School Beacons project.
- Develop data-entry forms for the Annual Sign Inspection Program and role out mobile application.
- Complete the sign inspection for the entire IKEA segment and prepare a summary report for the 1/25/11 meeting.
- Update intersection photos at newly constructed and recently upgraded traffic signals.
- Implement signal timing changes on Picadilly/Riviera to Thunder Ridge Middle School.
- Begin implementation of NTMP traffic mitigation plan for Dorado Avenue.

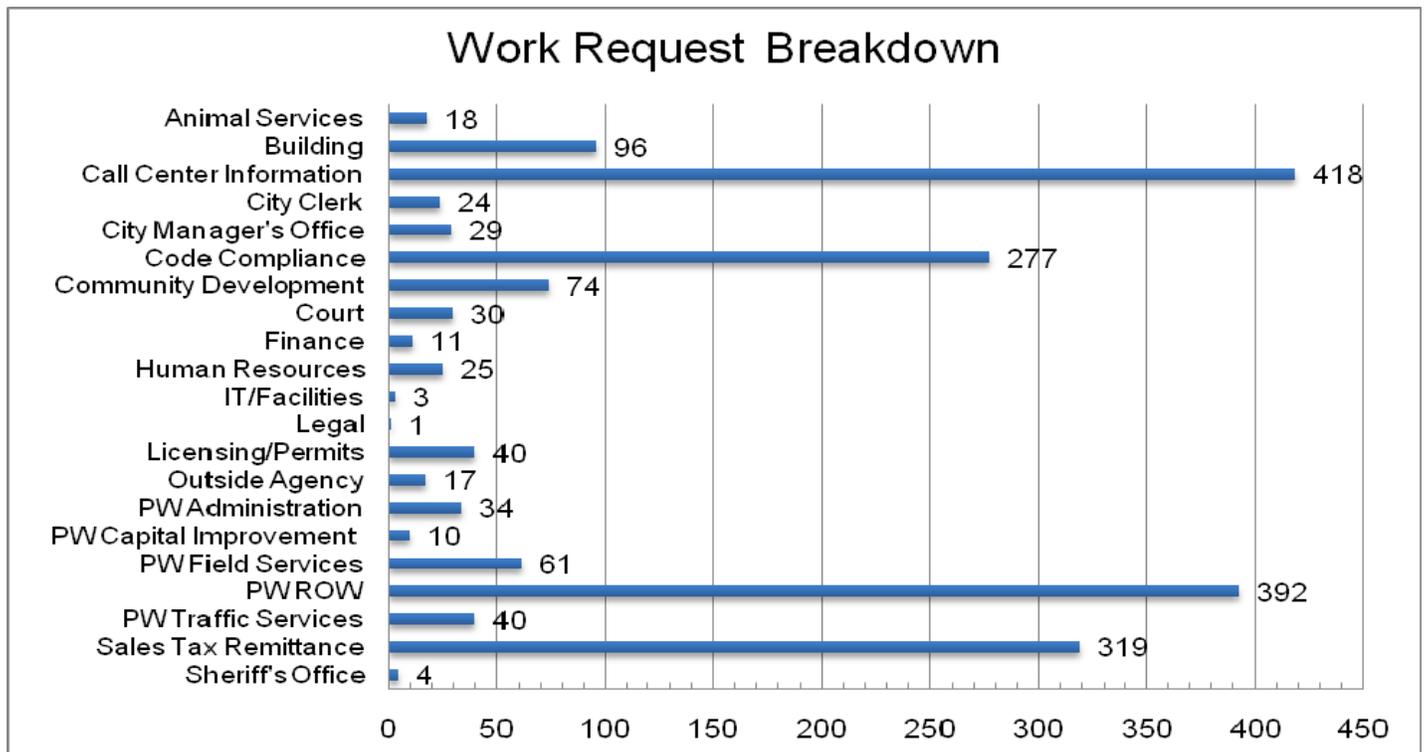
Call Center

In December, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,251 which includes 19 web requests. A total of 4 calls were routed to the answering service during business hours and a total of 30 calls after business hours. Overall, for the month of December, the Call Center had a 96% compliance metric of answering phone calls within 120 seconds.

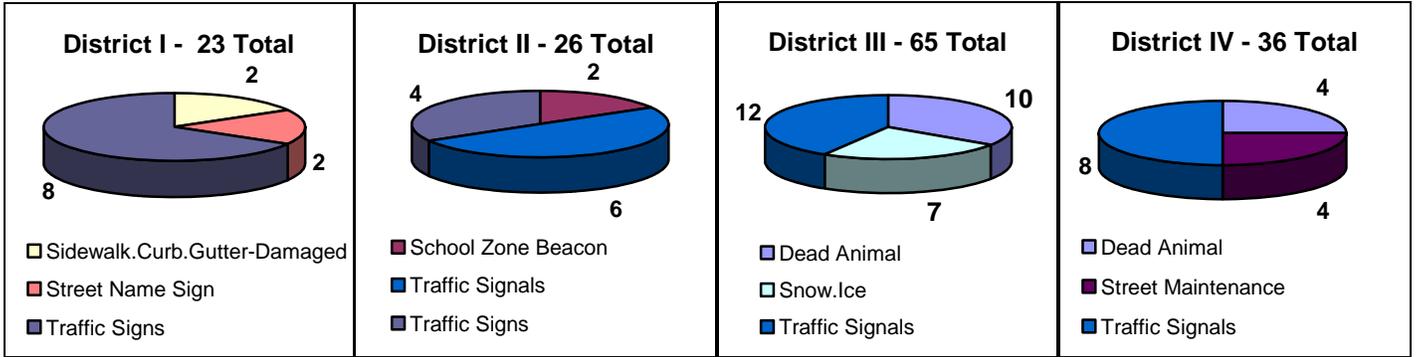
| December 2010 | Week 1 | Week 2 | Week 3 | Week 4 | MTD |
|--|----------|-----------|-----------|-----------|-------|
| | Dec 1-10 | Dec 11-17 | Dec 18-24 | Dec 25-31 | Total |
| Web Requests | 9 | 3 | 4 | 3 | 19 |
| Total Calls Handled by the Call Center | 438 | 294 | 246 | 254 | 1,232 |
| Total Metric for Call Center | 447 | 297 | 250 | 257 | 1,251 |
| Total Calls Rolled Over to Answering Service During Business Hours | 0 | 4 | 0 | 0 | 4 |
| Total Calls Rolled over to Answering Service After Hours | 11 | 4 | 8 | 7 | 30 |

Work Request Breakdown

The work requests received by the City for the month of December were 1,923.



Work Request by District and Top Three Issues

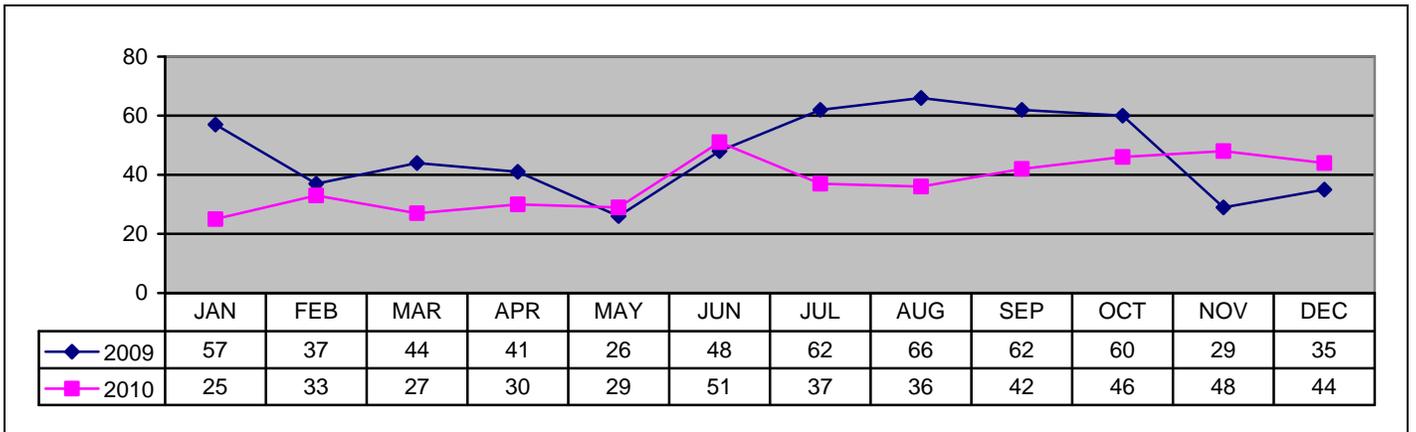


Compliance Summary

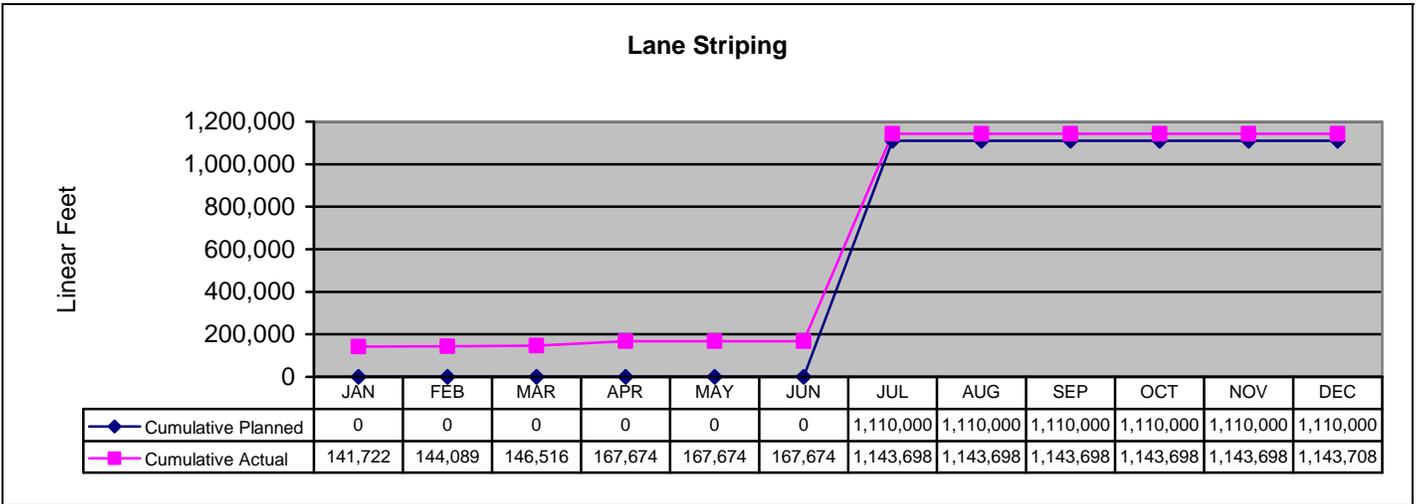
| Field and Traffic Services | | | | | |
|---|----------------|---------------------|-------------------------|--------------|-----------------------|
| Work Request by Priority | Received Total | Compliance Standard | Completed in Compliance | Compliance % | Average Days to Close |
| 1 - Urgent (Completed within 24 Hours) | 33 | 85% | 33 | 100% | .06 |
| 2 - Important (Completed within 3 Business Days) | 19 | 85% | 19 | 100% | .26 |
| 3 - Standard (Completed within 10 Business Days) | 9 | 85% | 9 | 100% | 3.78 |
| 4 - Preventative Maintenance (Scheduled Work) | 43 | N/A | N/A | N/A | N/A |
| Grand Total | 105 | | | | |

| Call Center | | | |
|---------------------------------|----------------------------------|---------------------|--------------|
| Calls Answered Within 2 Minutes | Total Calls/Web Requests Handled | Compliance Standard | Compliance % |
| | 1,251 | 85% | 96% |

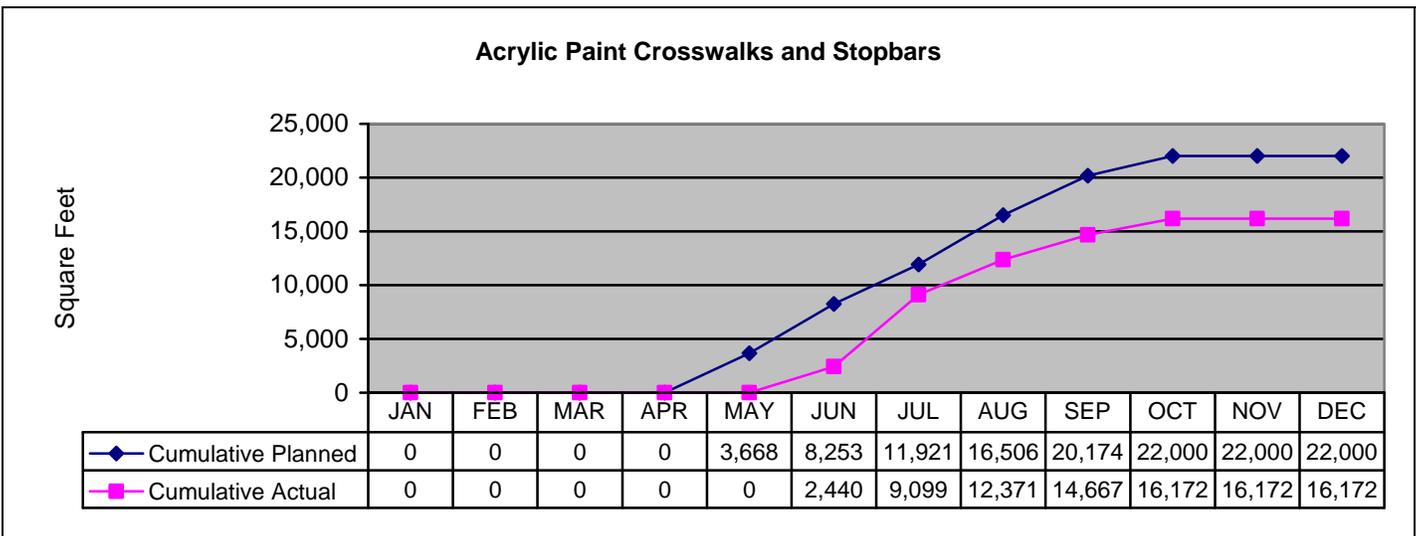
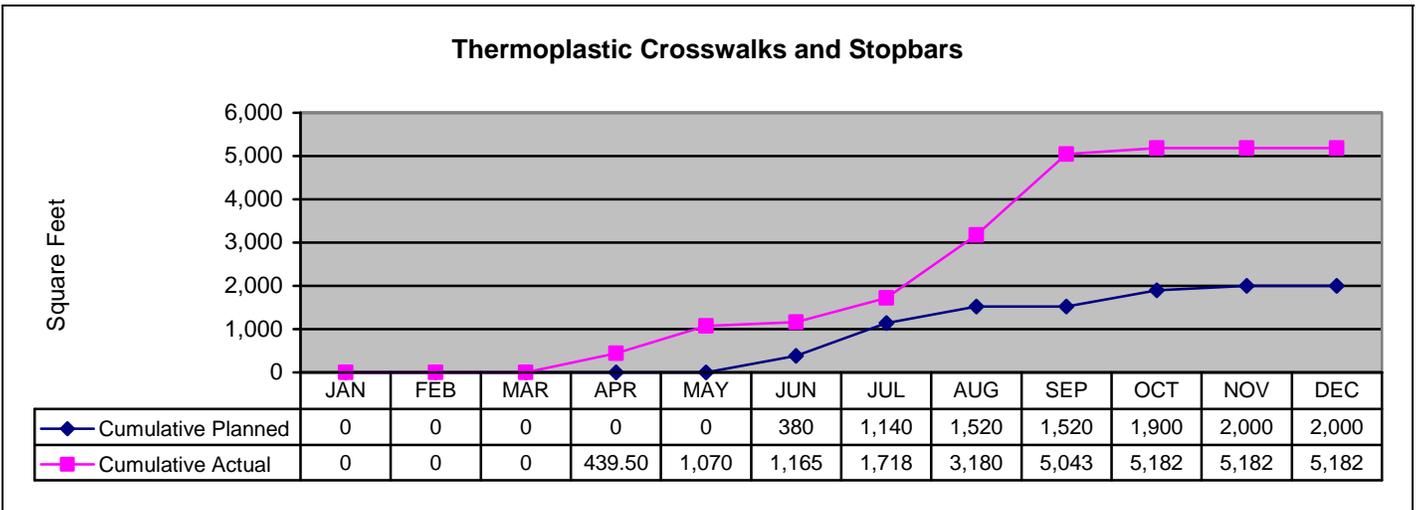
Annual Comparative Right-Of-Way Permits



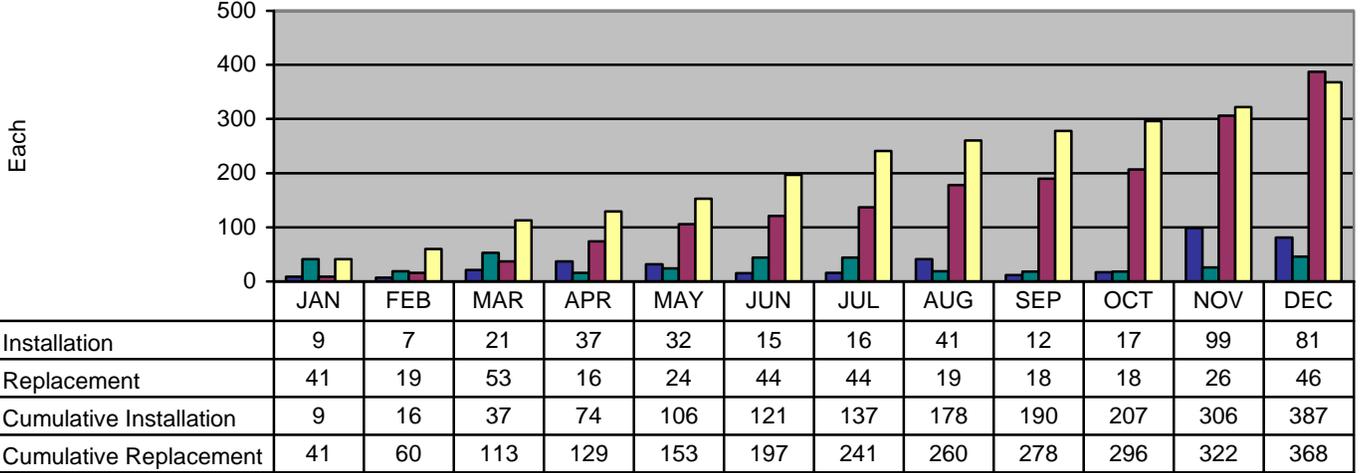
Traffic Maintenance



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

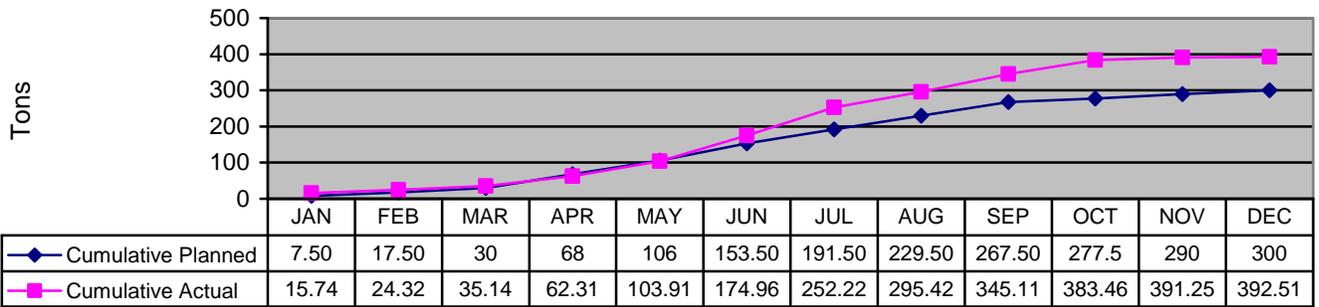


Sign Installation and Replacement

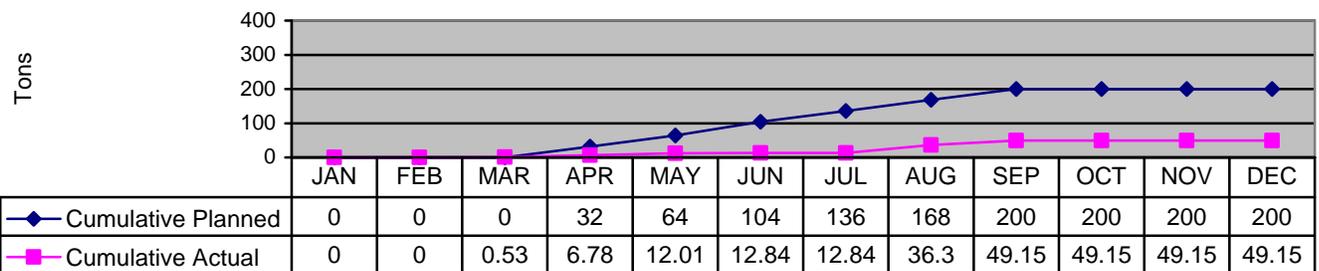


Pavement Maintenance

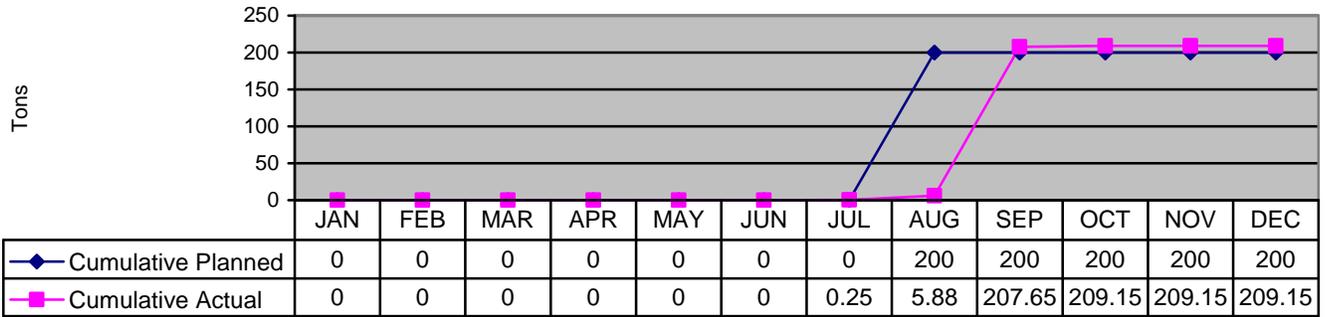
Pothole Patching



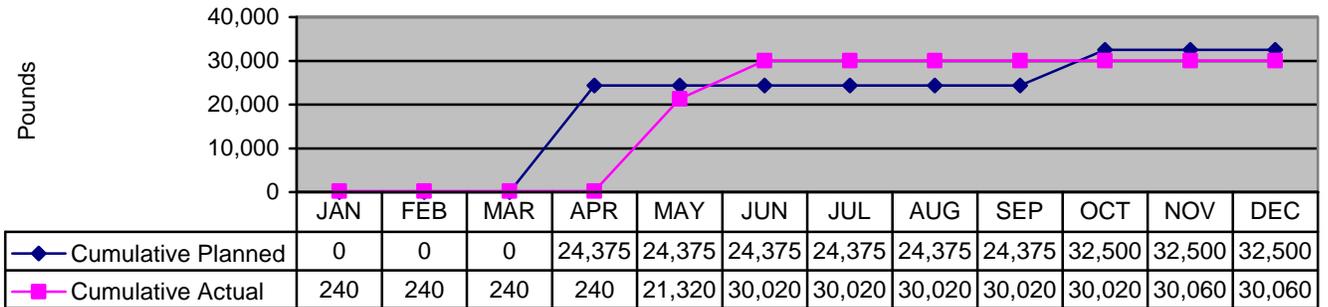
Patch Back



Major Patching

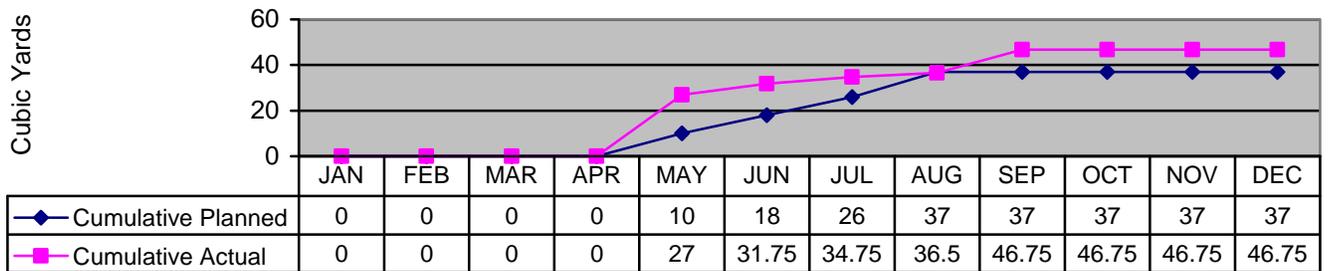


Crack Seal

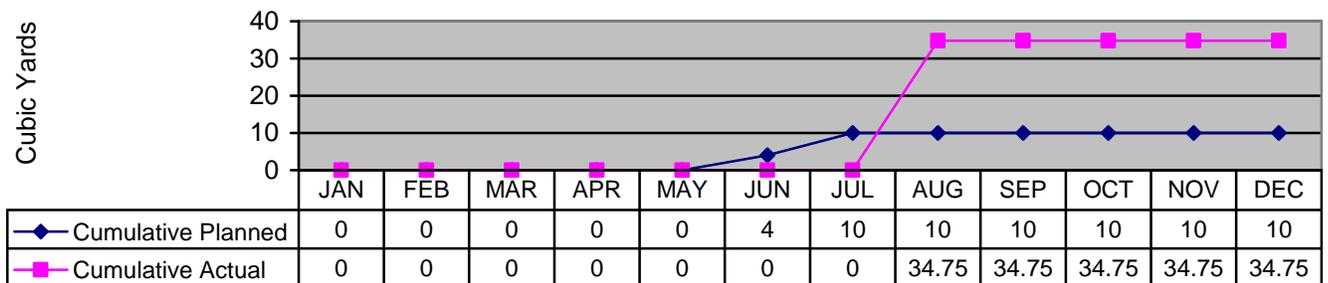


Concrete Replacement

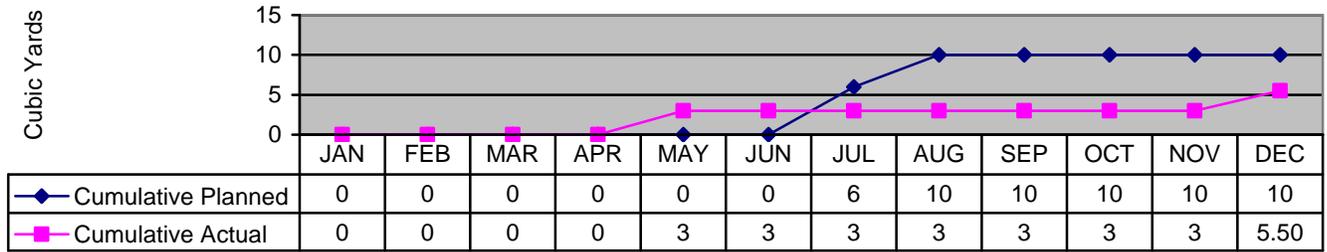
Sidewalk



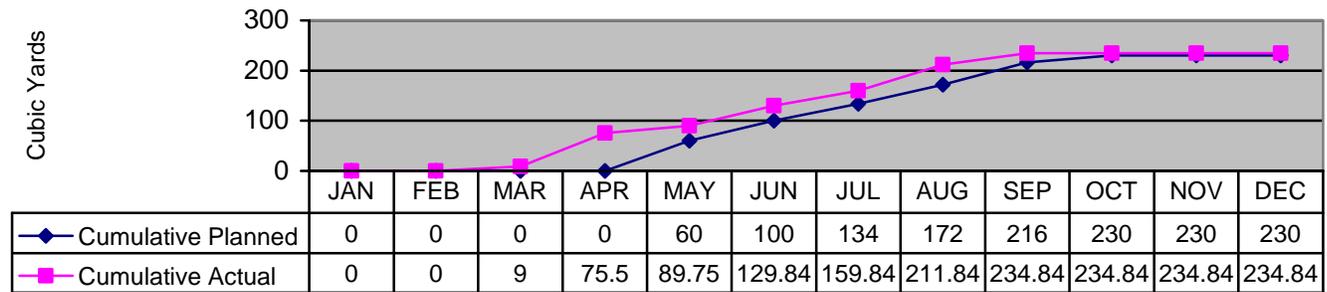
ADA Ramps



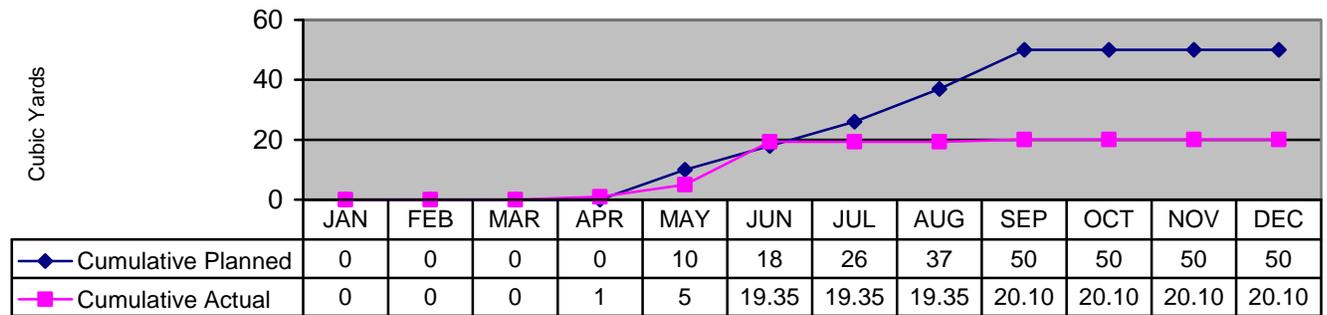
Crosspans and Aprons



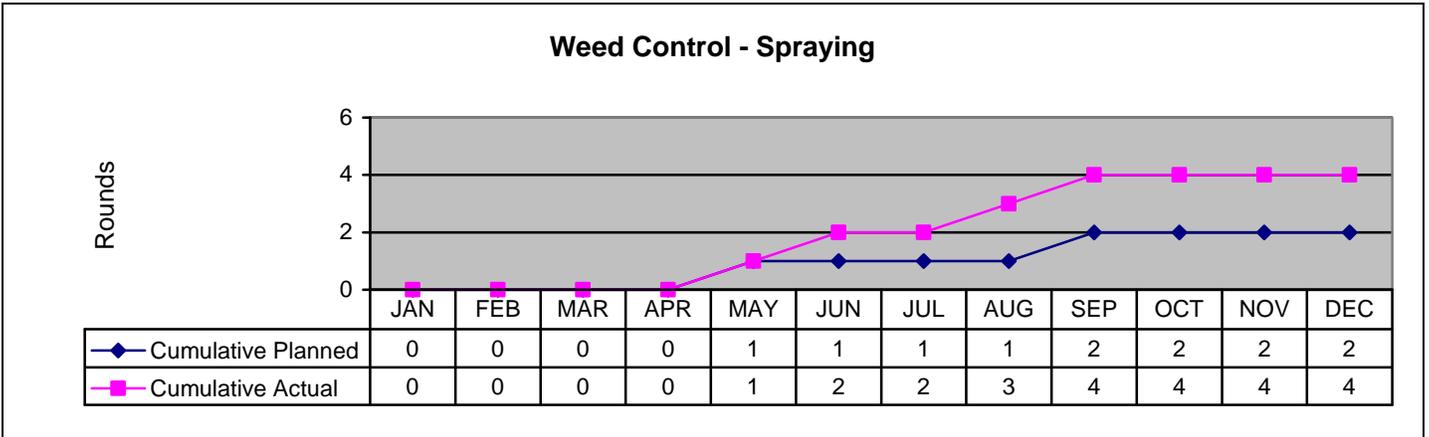
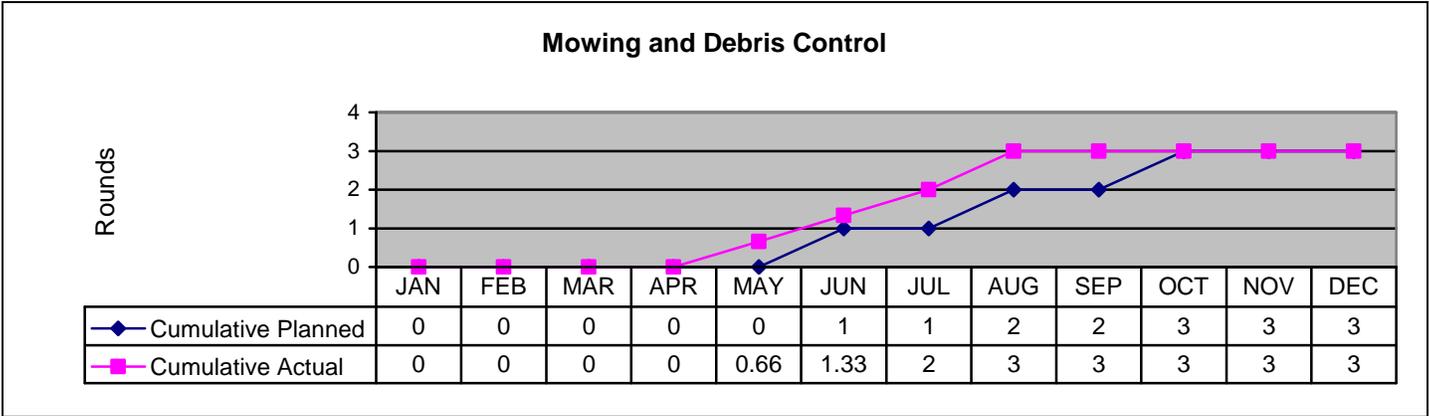
Curb, Gutter and Sidewalk Combination



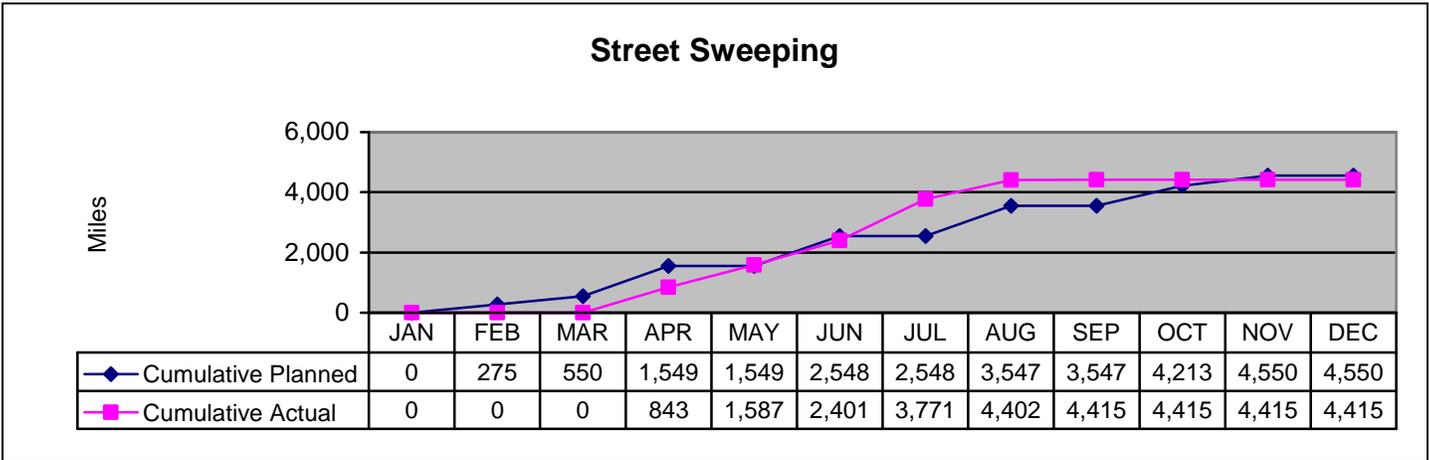
Curb and Gutter



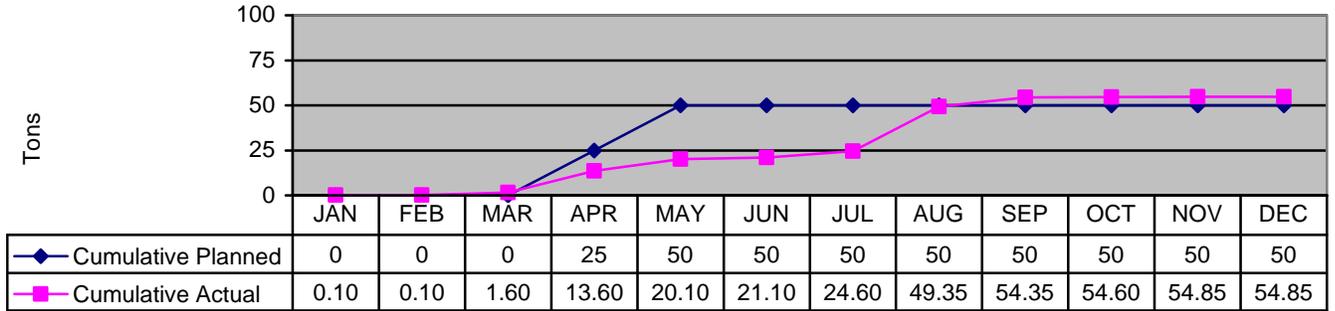
Mowing, Debris and Weed Control



Street Sweeping and Gravel Maintenance



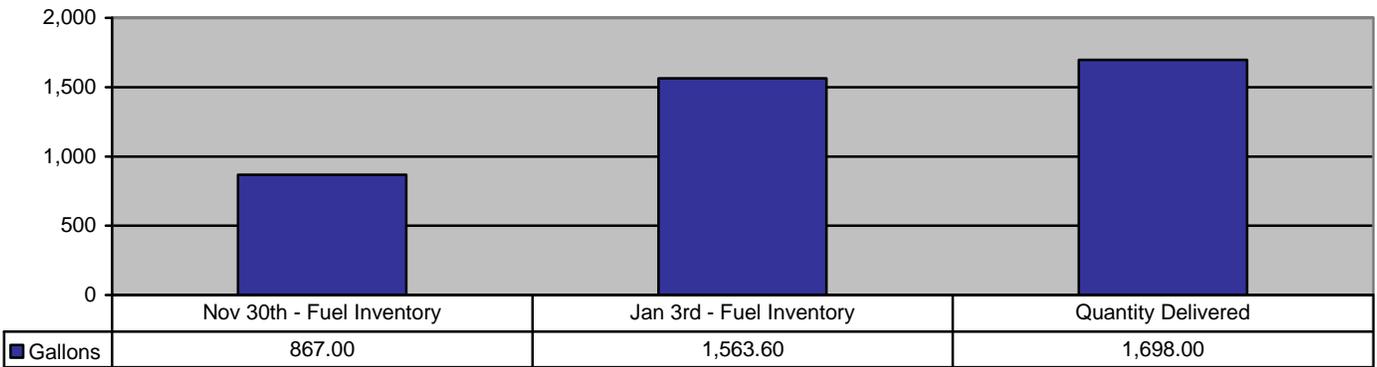
Gravel Maintenance



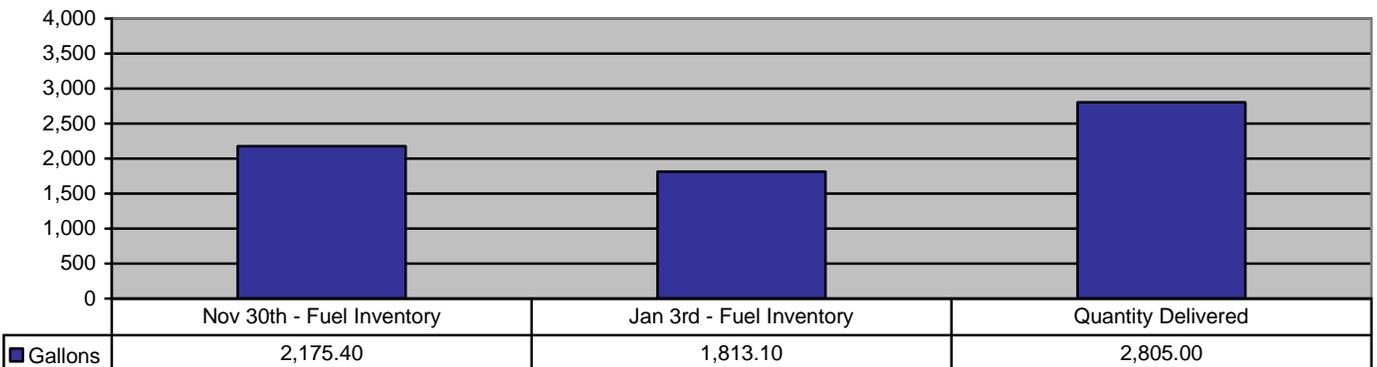
Fuel Inventory

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

Unleaded Fuel



Diesel Fuel



Snow Material Inventory Period 12/1/10 to 12/31/10

| Material | Beginning Inventory (Tons) | Delivered This Period (Tons) | Used This Period (Tons) | Ending Inventory (Tons) |
|----------------------------|----------------------------|------------------------------|-------------------------|-------------------------|
| Liquid Material | | | | |
| Apex (MgCl) | 0 | 13,211 | 0 | 13,211 |
| Solid Material | | | | |
| Deicer (Salt & Ice Slicer) | 2,594.00 | 100.00 | (579.15) | 2,114.85 |
| Anti Skid (Sand/Salt Mix) | 309.00 | 0 | 0 | 309.00 |
| Total | 2,903.00 | 100.00 | (579.15) | 2,423.85 |

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. **Bold** denotes 2010 revised budgets.

| | 2010 Revised Budget | Previous Balance | Invoice Amount Received | Remaining Balance |
|---|----------------------|------------------|-------------------------|-------------------|
| Animal Cremation Services | \$ 5,000.00 | \$ 4,640.00 | \$ - | \$ 4,640.00 |
| Asphalt/Coldmix | \$ 41,700.00 | \$ 10,125.60 | \$ 1,180.30 | \$ 8,945.30 |
| Deceased Animal Pick-Up (Large Animals) | \$ 5,000.00 | \$ 3,780.00 | \$ 350.00 | \$ 3,430.00 |
| Fuel | \$ 137,000.00 | \$ 59,454.84 | \$ 13,139.78 | \$ 46,315.06 |
| Mosquito Control | \$ 37,960.60 | \$ 3,500.60 | \$ - | \$ 3,500.60 |
| Snow Materials | \$ 299,000.00 | \$ 18,261.73 | \$ 18,594.03 | \$ (332.30) |
| Traffic Signal Maintenance | \$ 216,609.00 | \$ 52,720.83 | \$ 27,286.92 | \$ 25,433.91 |

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