



**Public Works Department  
Operations and Traffic Engineering  
Monthly Report - February 2010**

## ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,883.
- [Work Requests](#) – The total number of work requests received were 2,248.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed 95%-100% in compliance, and the Call Center compliance metric was 95%.
- [Right-Of-Way Permits](#) – There were 33 permits issued in February compared to 37 in 2009.
- [Traffic Maintenance](#) – 1 sign was installed and 16 were replaced for the month of February.
- [Pavement Maintenance](#) – The crews continue to address pothole patching.
- [Concrete Replacement](#) – The program will resume in 2010.
- [Vegetation, Debris, Street Sweeping and Shoulder Maintenance](#)
- [Fuel Inventory](#) – [Unleaded Fuel Usage](#) and [Diesel Fuel Usage](#)
- [Snow Material Inventory](#)
- [City Material Budgets](#)

## REVENUE

The February right-of-way permit revenue, excluding pavement restoration fees, was \$13,692.80

## PUBLIC WORKS MAJOR ACTIVITIES

### *Traffic Signal Audible Pedestrian Devices*

With combined efforts from the Traffic Engineering Services and the City Manager's office, the installation of audible pedestrian devices at E. Arapahoe Road and Forest Way traffic signal are complete. The devices provide an audible tone to alert visually impaired pedestrians when the "walk" indication is active and pedestrians may proceed to cross Arapahoe Road. The devices were installed with the Community Development Block Grant funds.

### *Oversize/Overweight (OS/OW) Vehicle Permits*

Traffic Engineering Services (TES) developed a new process to administer the City's Oversized Vehicles and Overweight Loads Ordinance. Upon approval and issuance of the OS/OW permit by TES, the permit holder will be allowed to use City streets for single or multiple trips to transport oversized or overweight loads. With each permit being assessed, there will be a fee based on the type of load and the number of trips.

### *Access Permit Program/School Safety*

In conjunction with Cherry Creek School District (C.C.S.D.) Traffic Engineering Services processed the City's first right-of-way access permit application for a proposed Instructional Support Facility at Picadilly Street and Riviera Way. As part of their application, CCSD has agreed to replace the existing obsolete traffic signal serving Thunder Ridge Middle School with a new mast arm signal. CCSD will also be installing four new school beacons on Picadilly Street to reduce the speed limit during school hours. Both commitments from CCSD for enhancements have an estimated value of approximately **\$200,000**. These changes will improve safety and mobility for pedestrians and vehicles traveling on Picadilly Street, which is near an accident site from last year in which a young child was struck on the way to school.

### *Snow Management*

The snow events for February consisted of nine days of snow and ice management. The crews plowed over 10,000 lane miles. In 2009, at this time, the crews responded to three days of snow operations in February, plowing 4,282 lane miles. In comparison to last year, the crews have more than doubled their efforts for this month. It was a busy month for snow and ice management.

## PUBLIC WORKS MAJOR ACTIVITIES

### *FASTER Safety Projects*

In January 2010, Public Works submitted four projects to the Colorado Department of Transportation (CDOT) as candidates for funding through the FASTER Safety Project program.

All four of the projects are within Centennial's CDOT portion of E. Arapahoe Road and are listed below, in priority order.

1. Construct a westbound right turn lane at E. Arapahoe Road and S. Revere Parkway. The medians at S. Revere Parkway will be modified to allow double left turns from E. Arapahoe Road to Revere Parkway.
2. Construct a westbound right turn lane at E. Arapahoe Road & S. Peoria Street.
3. Construct an eastbound right turn lane at E. Arapahoe Road & S. Havana Street.
4. Construct a continuous right lane on the south side of E. Arapahoe Road between S. Havana Street & S. Joliet Street.

Public Works was notified by CDOT that all four of Centennial's projects were formally adopted by the Denver Regional Council of Governments (DRCOG) and the Transportation Commission. The first two priority projects are in CDOT's FY 11 budget, the third is in the FY 12 budget and the fourth is in the FY 13 budget. The estimated cost of the four projects is **\$1,500,000**.

## A LOOK AHEAD

- Provide 2007, 2008 and 2009 collision diagrams to FHU for inclusion in the City's Master Transportation Plan analysis.
- Prepare the revised Neighborhood Traffic Mitigation Plan policy for Council adoption in April.
- Complete the development of a sign inspection and maintenance program for the City's consideration.
- Assist with identifying major revisions to the City's traffic signal standards and specifications.
- Develop the 2010 Pavement Striping Program for lane markings, crosswalks and legend symbols (thermoplastic).
- Coordinate the replacement of signal poles and mast arms at Quebec/Poplar, Quebec/Otero and Orchard/Clarkson, pending equipment delivery in March.
- Field crews will continue to concentrate on sign maintenance, installation, pothole patching and will also continue snow management operations when necessary.

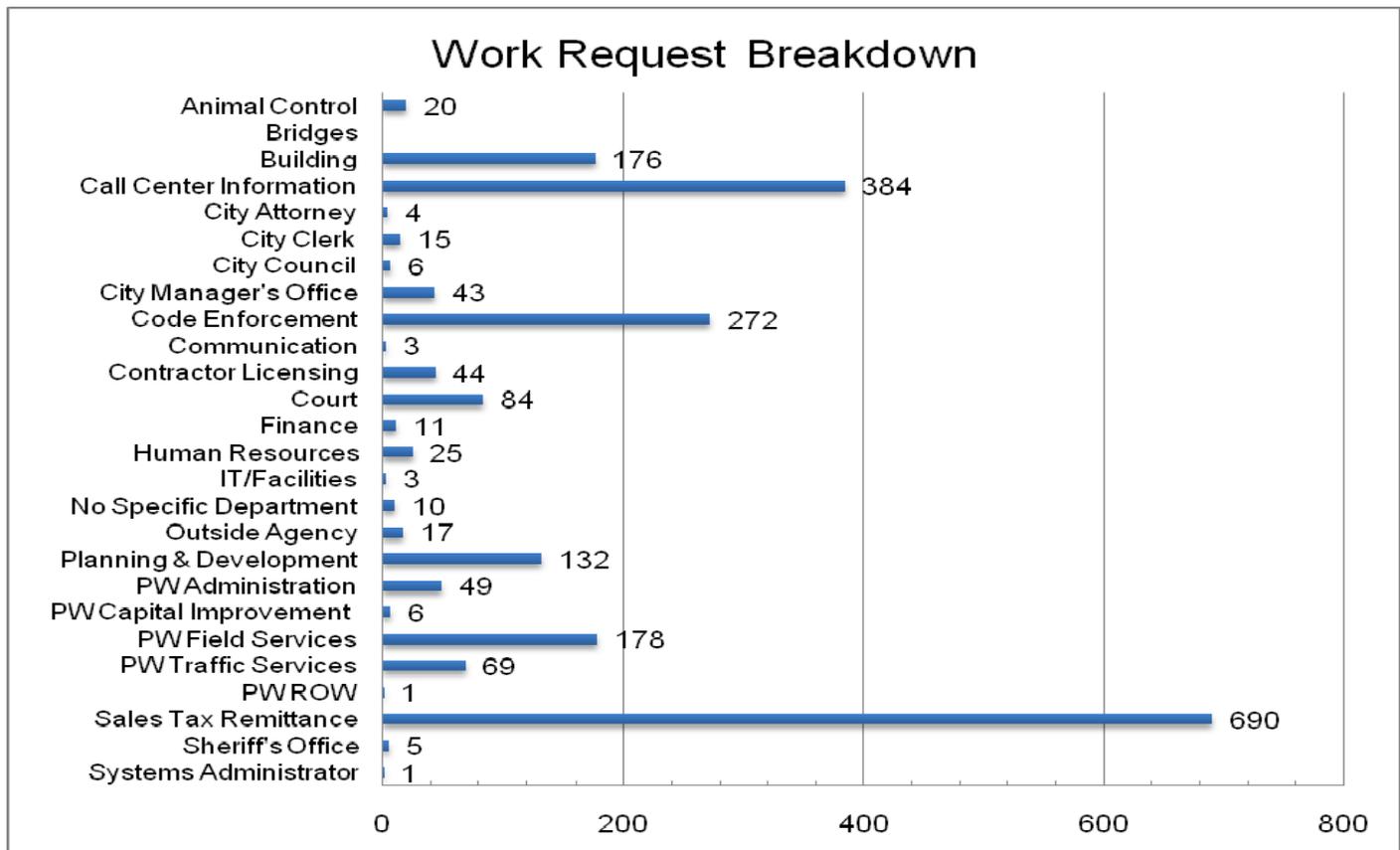
## Call Center

In February, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,883, which includes 51 web requests. In total, 53 calls were routed to the answering service during and after business hours. Overall, for the month of February, the Call Center had a 95% compliance metric of answering phone calls within 120 seconds.

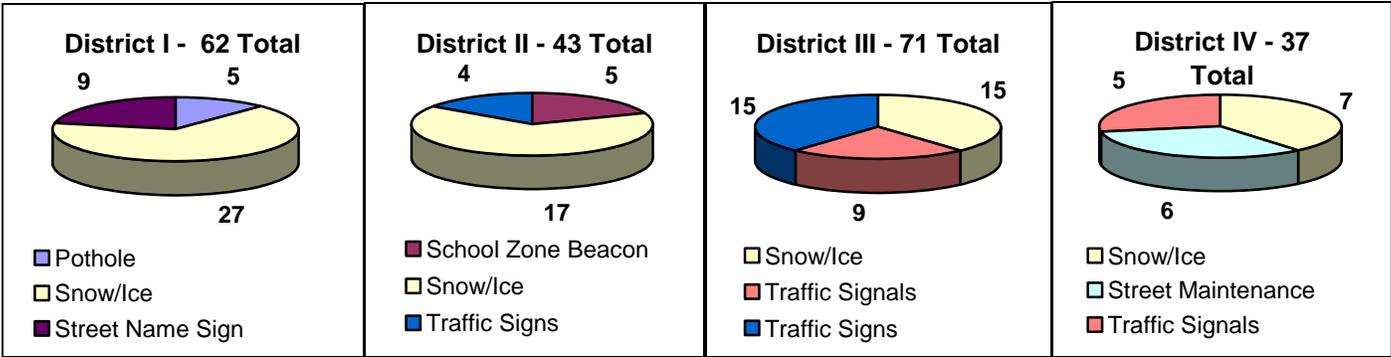
February 2010	Week 1	Week 2	Week 3	Week 4	MTD
	Feb 1-5	Feb 6-12	Feb 13-19	Feb 20-28	Total
Web Requests	6	8	22	15	51
Total Calls Handled by the Call Center	516	354	419	543	1,832
Total Metric for Call Center	522	362	441	558	1,883
Total Calls Rolled Over to Answering Service During Business Hours	0	5	0	6	11
Total Calls Rolled over to Answering Service After Hours	8	5	14	15	42

## Work Request Breakdown

The work requests received by the City for the month of February were 2,248.



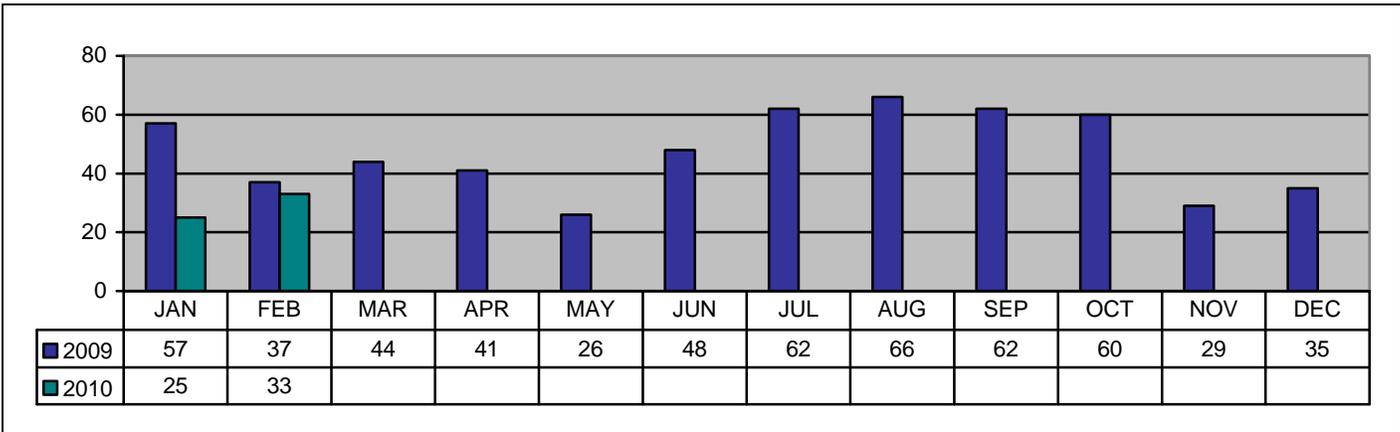
## Work Request by District and Top Three Issues



## Compliance Summary

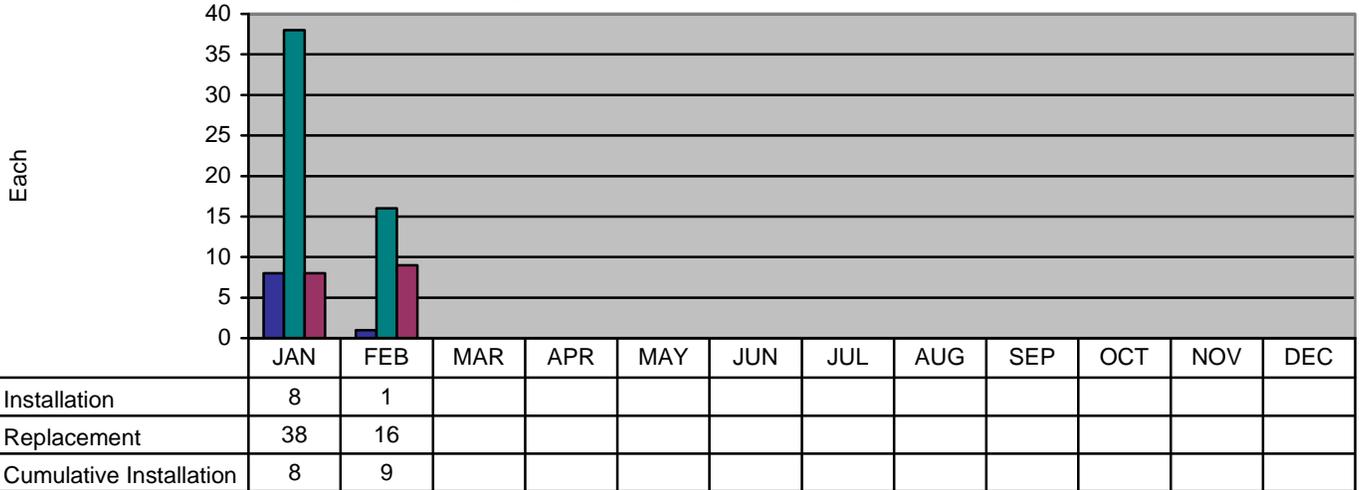
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	43	85%	41	95%	.39
2 - Important (Completed within 3 Business Days)	38	85%	36	95%	1.49
3 - Standard (Completed within 10 Business Days)	5	85%	5	100%	8
4 - Preventative Maintenance (Scheduled Work)	157	N/A	N/A	N/A	N/A
<b>Grand Total</b>	<b>243</b>				
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard		Compliance %
	1,883		85%		95%

## Annual Comparative Right-Of-Way Permits

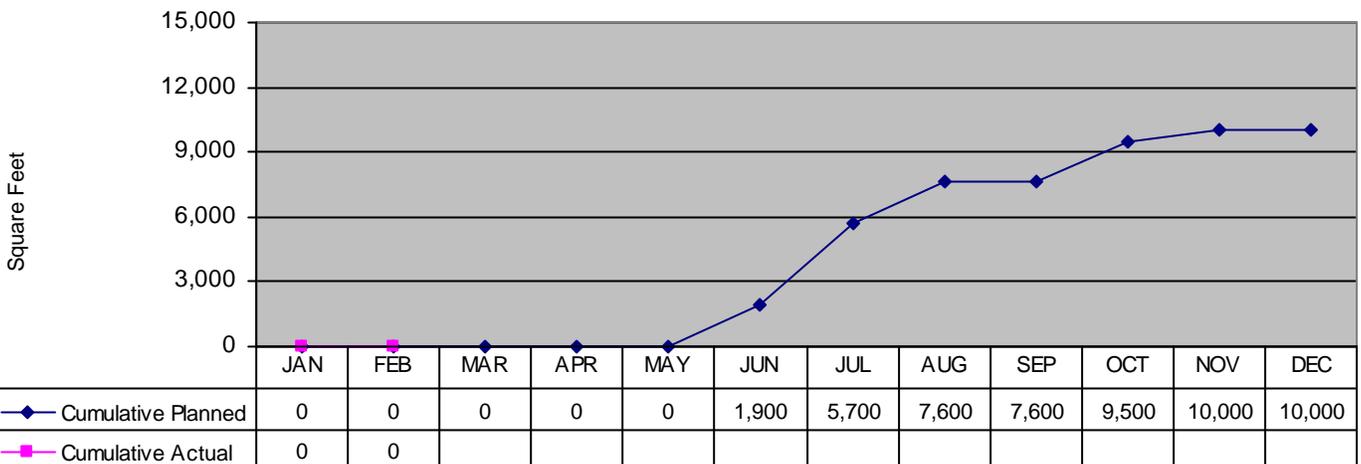


# Traffic Maintenance

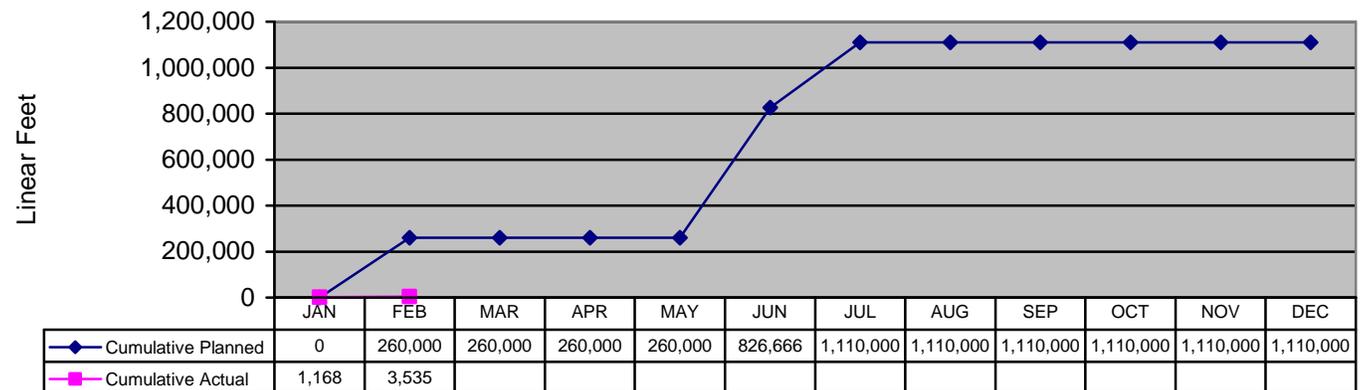
## Sign Installation and Activities



## Crosswalks/Stopbars

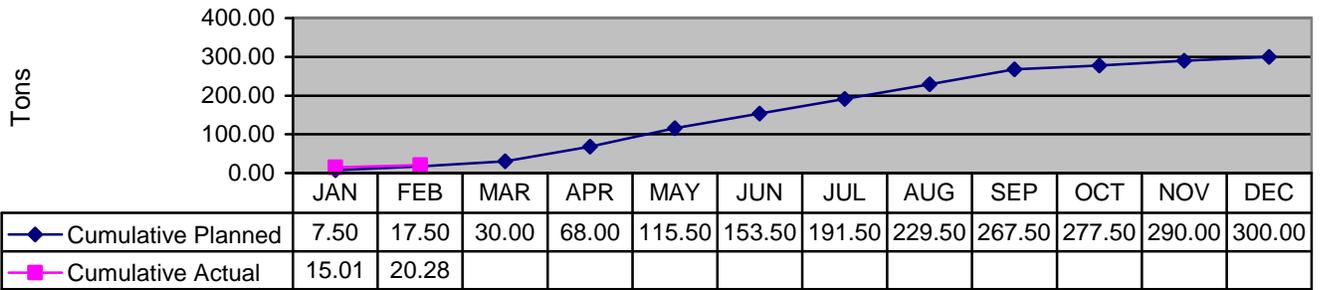


## Lane Striping

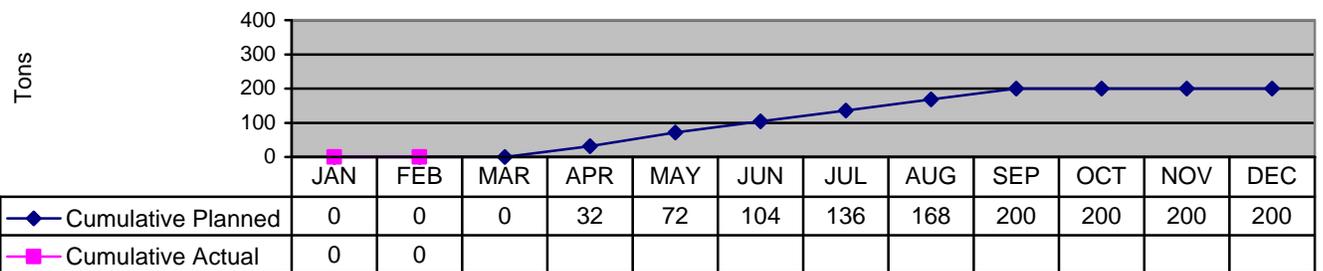


# Pavement Maintenance

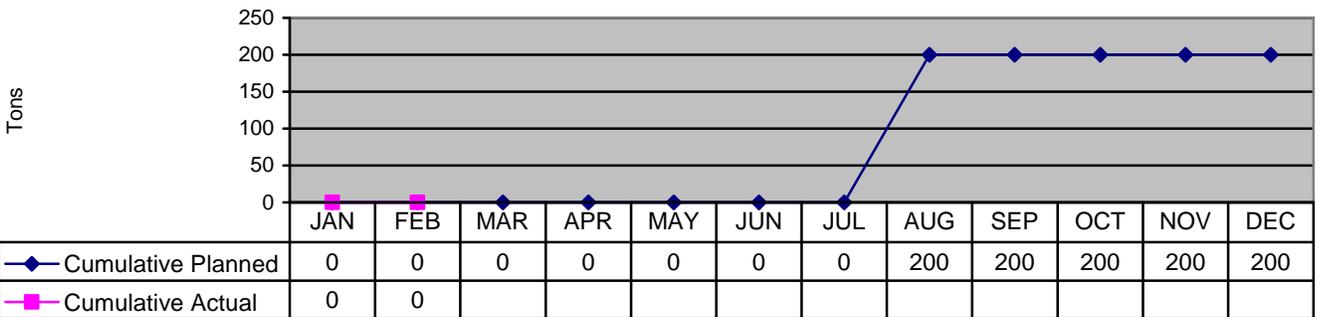
## Pothole Patching



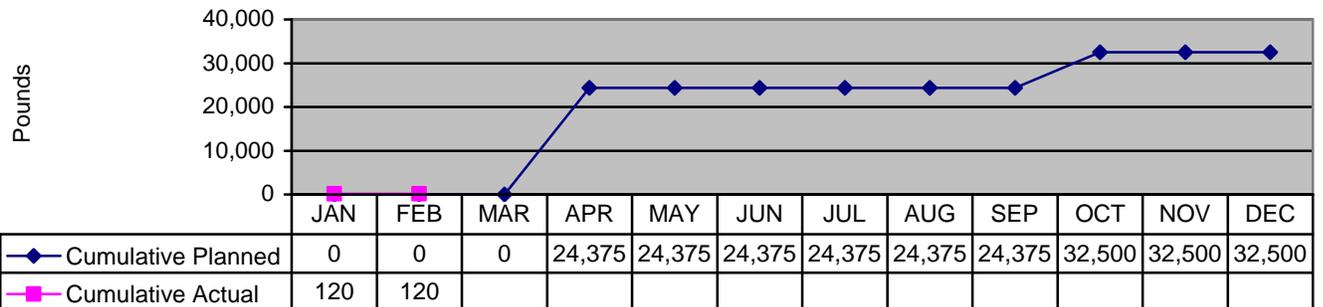
## Patch Back



## Major Patching

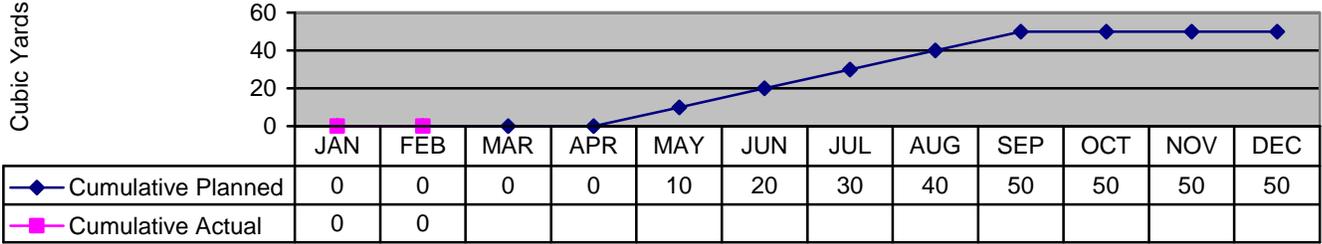


## Crack Seal

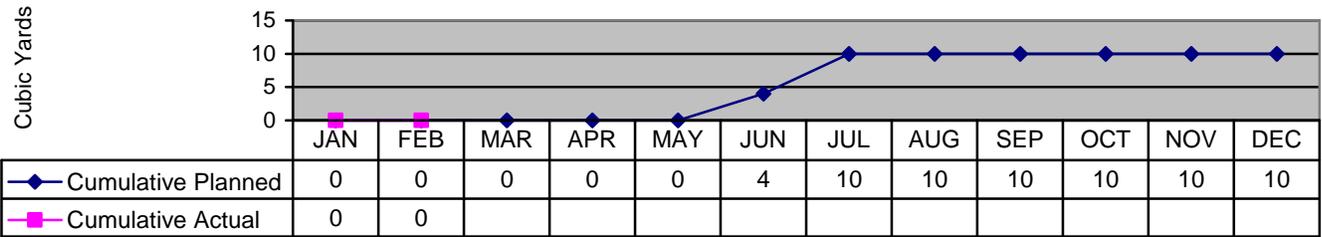


# Concrete Replacement

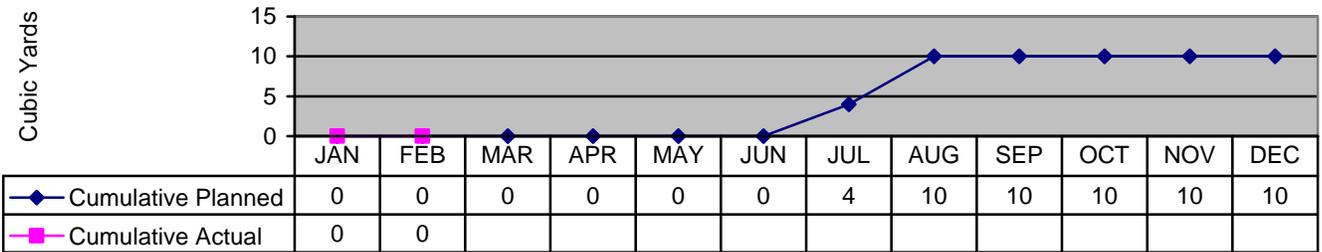
## Sidewalk



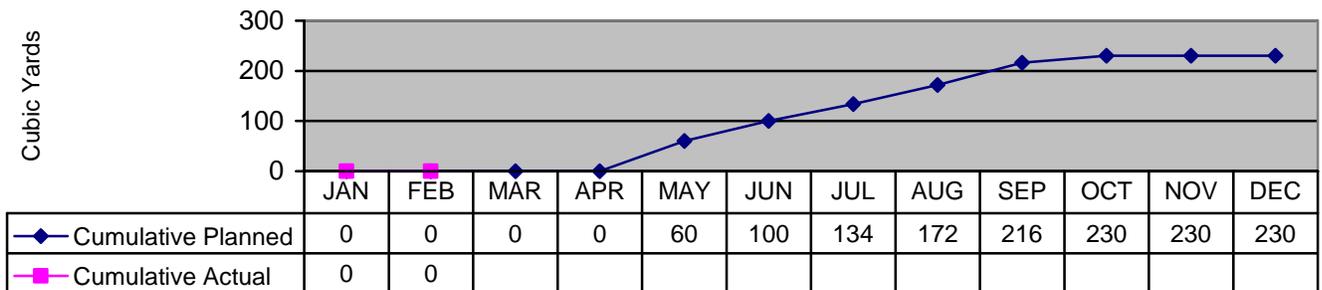
## ADA Ramps



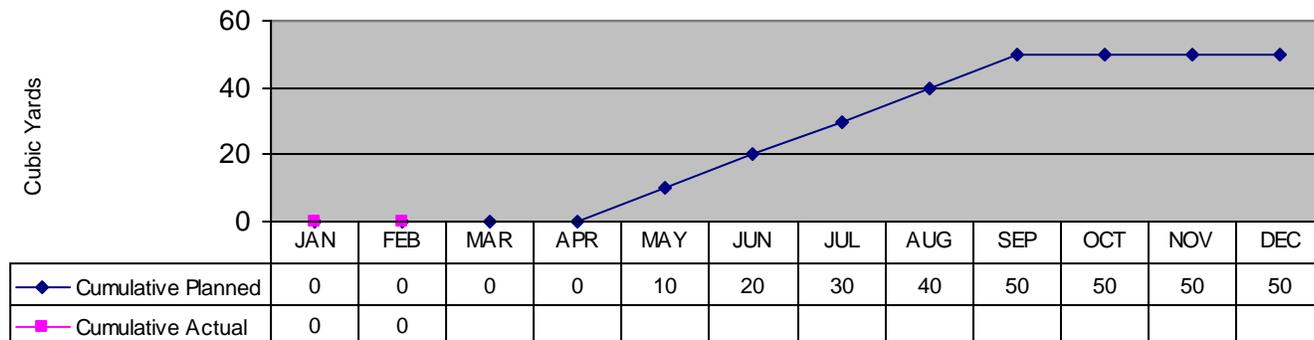
## Crosspans and Aprons



## Curb, Gutter and Sidewalk Combination

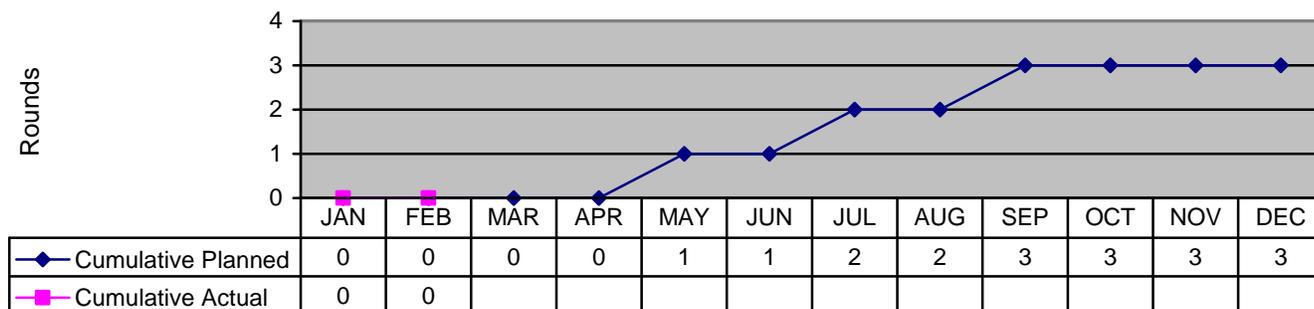


### Curb and Gutter

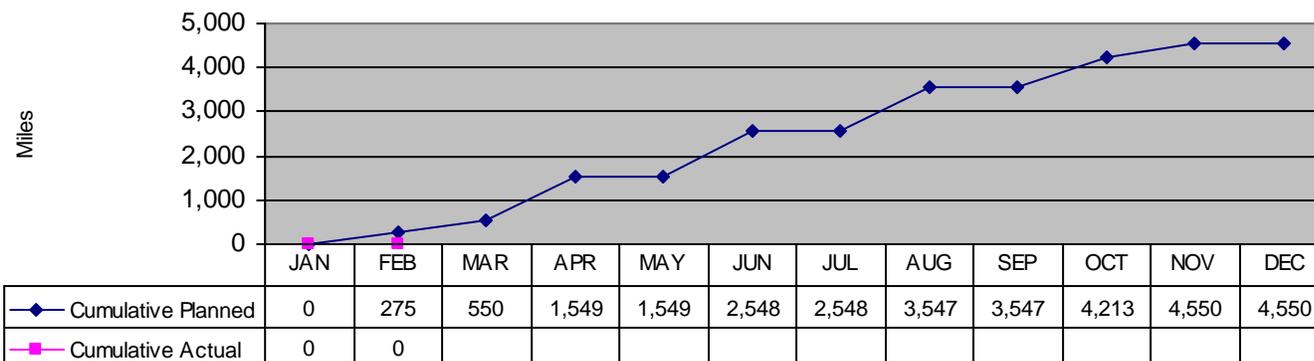


## Vegetation, Debris, Street Sweeping and Gravel Maintenance

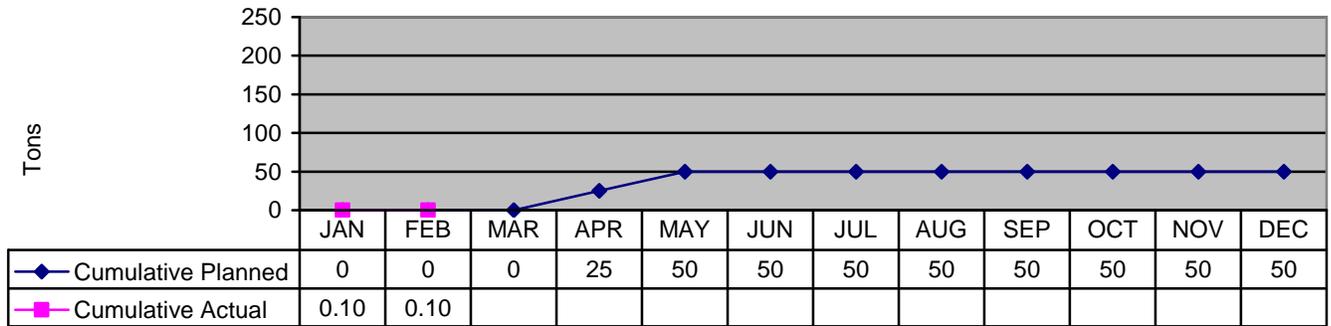
### Vegetation and Debris Control



### Street Sweeping



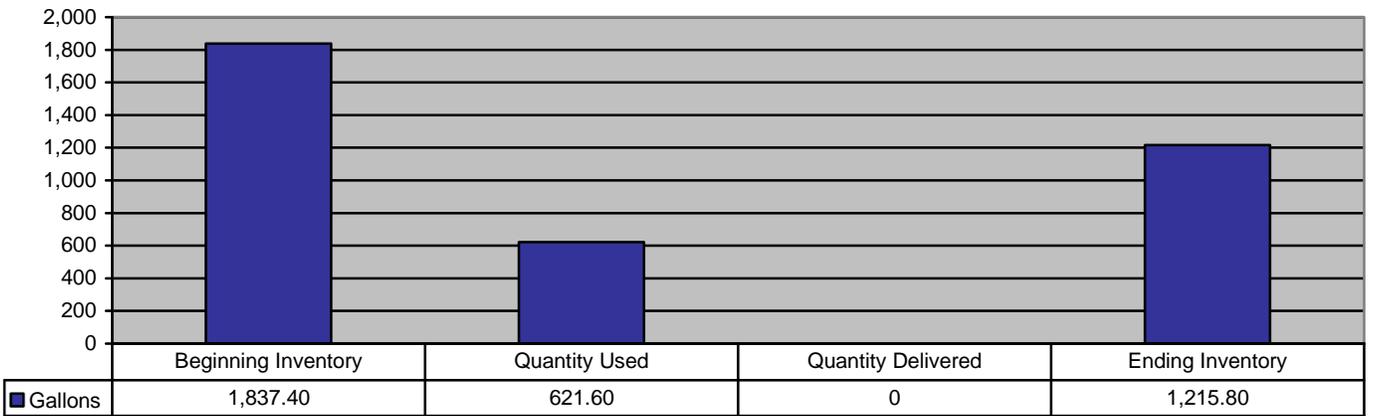
### Gravel Maintenance



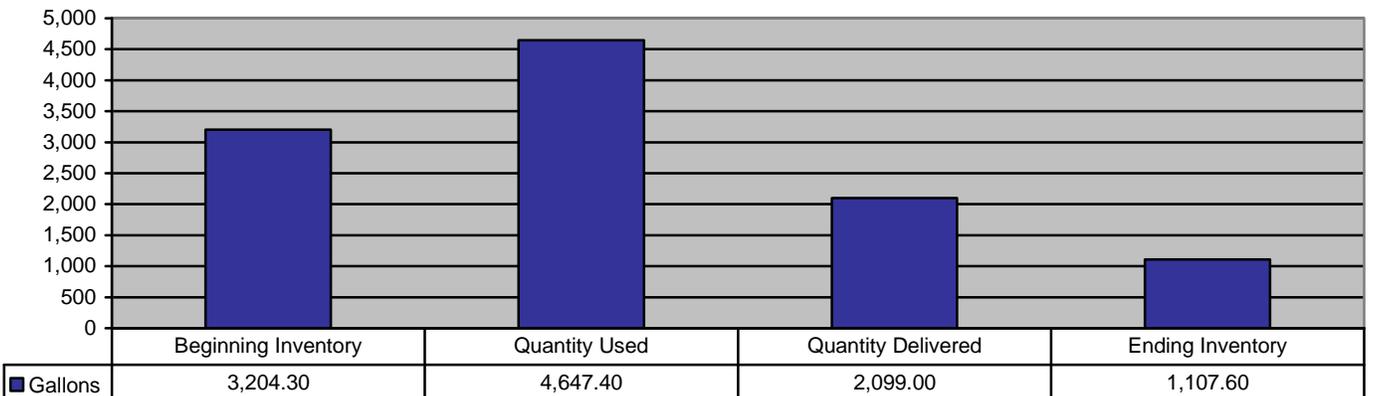
### Fuel Inventory

Fuel volume will change approximately .5% for every 10 degrees Fahrenheit change in fuel temperature.

#### Unleaded Fuel



#### Diesel Fuel



\*Beginning February diesel fuel inventory amount does not match ending January inventory due to incorrect 2010 beginning inventory. February beginning balance was adjusted to account for the 2010 beginning inventory error.

## Snow Material Inventory

Solid Deicer	Quantity On-Hand	Units
Rock Salt	0	Tons
Ice Slicer	791.33	Tons
Salt/Ice Slicer Mix	13.68	Tons
<b>Total Inventory</b>	<b>805.01</b>	

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
Snow Materials	\$ 287,500.00	\$ 287,500.00	\$ 128,809.20*	\$ 158,690.80
Asphalt	\$ 41,700.00	\$ 41,095.20	\$ 2,751.30	\$ 38,343.90
Fuel	\$ 137,000.00	\$ 130,710.00	\$ 5,537.74	\$ 125,172.26
Traffic Signal Maintenance	\$ 165,375.00	\$ 165,375.00	-	\$ 165,375.00

\*\$44,667.66 of the \$128,809.20 snow material total is from January invoices that were not included on the January monthly report.