



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

## ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,564.
- [Work Requests](#) – The total number of work requests received were 1,930.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed 98%-100% in compliance, and the Call Center compliance metric was 94%.
- [Right-Of-Way Permits](#) – There were 25 permits issued in January compared to 57 in 2009.
- [Traffic Maintenance](#) – 8 signs were installed and 38 were replaced for the month of January.
- [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 January right-of-way permit revenue, excluding degradation fees, was \$11,287.

## PUBLIC WORKS MAJOR ACTIVITIES

*Traffic Signal Retiming Project* - In cooperation with the City of Aurora, Colorado Department of Transportation and Arapahoe County, Centennial's Traffic Engineering Services implemented new signal timing plans for Arapahoe Road from Parker Road to Himalaya Way. Benefits of the new timing plan, such as reductions in vehicle delay and fuel consumption, will be analyzed and presented in a final report to City Council.

*Communication Equipment Grant* - Traffic Engineering Services prepared grant applications to purchase traffic signal equipment through the Denver Regional Council of Government (DRCOG) 2010 Miscellaneous Equipment Purchase Program. The applications included seven (7) individual projects, totaling \$203,630. These projects will complete and/or improve communication links from the City's signal computer system to field equipment at 37 intersections. DRCOG will notify agencies in February/March of the selected projects to receive the grants.

*School Beacon Management* - Effective January 1, 2010, Traffic Engineering Services will be the first responder on calls received during normal business hours associated with the City's 28 school flashing beacons. WL Contractors will continue to respond to calls received after normal business hours. This service is being provided to the City as an added-value, no cost, to the existing Public Works contract.

*Pavement Maintenance* - The Public Works Field Services crews started 2010 with a proactive approach towards repairing potholes. The crews focused on all primary and secondary streets throughout the entire City. The crews filled 677 potholes using 7.25 tons of asphalt. Citizen requests for pothole repairs were also completed during the process.

*Sign Visibility Replacement Program* - Public Works Field Services crews completed the Sign Visibility Replacement Project. This included efforts from Traffic Engineering Services who identified the regulatory and warning signs that did not meet the nighttime reflectivity standards. A total of 195 signs were replaced throughout the City.

## A LOOK AHEAD

- Provide a list of high-accident locations based on 2007, 2008 and 2009 accident data to the City's consultant for inclusion in the City's Master Transportation Plan.
- Develop a sign inspection and maintenance program for the City's consideration.
- Complete revisions to the Neighborhood Traffic Mitigation Program policy for adoption by City Council.
- Process the Clarkson Street ballots for signing and striping improvements from Arapahoe Road to Dry Creek Road, to address traffic issues.
- Field crews will continue to concentrate on pothole patching and will also be ready for any snow storms that may arrive.

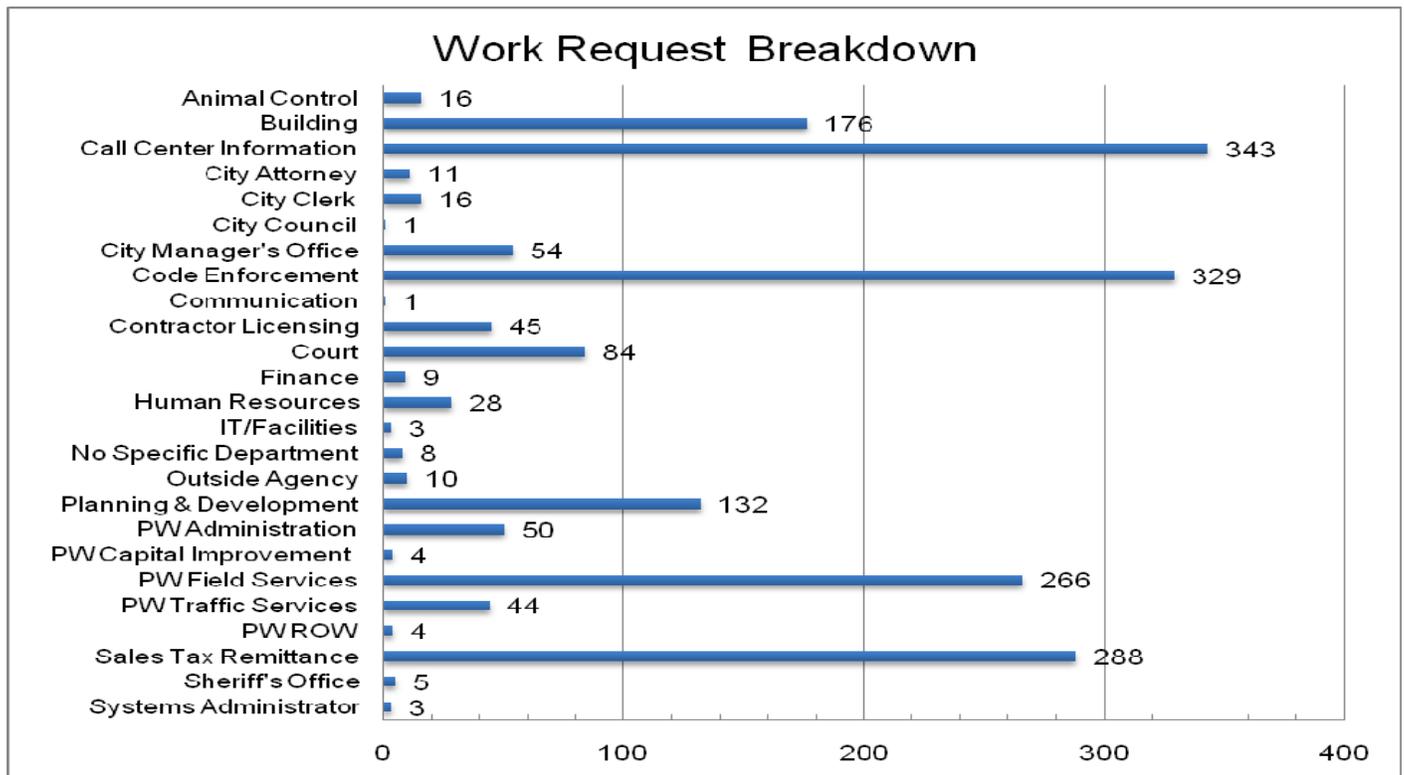
## Call Center

In January, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,564, which includes 63 web requests. In total, 50 calls were routed to the answering service during and after business hours. On January 6, the phone system had a glitch on the IPCC port, which resulted in the 6 rollover calls to the answering service during business hours. Overall, for the month of January, the Call Center had a 94% compliance metric of answering phone calls within 120 seconds.

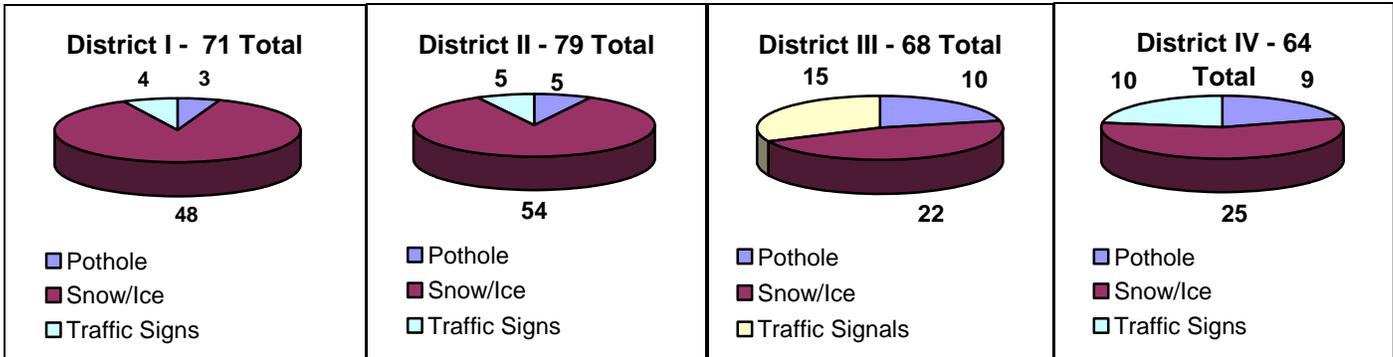
January 2010	Week 1	Week 2	Week 3	Week 4	MTD
	Jan 1-8	Jan 9-15	Jan 16-22	Jan 23-31	Total
Web Requests	16	13	20	14	63
Total Calls Handled by the Call Center	391	423	372	315	1,501
Total Metric for Call Center	407	436	392	329	1,564
Total Calls Rolled Over to Answering Service During Business Hours	6	2	0	0	8
Total Calls Rolled over to Answering Service After Hours	11	5	15	11	42

## Work Request Breakdown

The work requests received by the City for the month of January were 1,930.



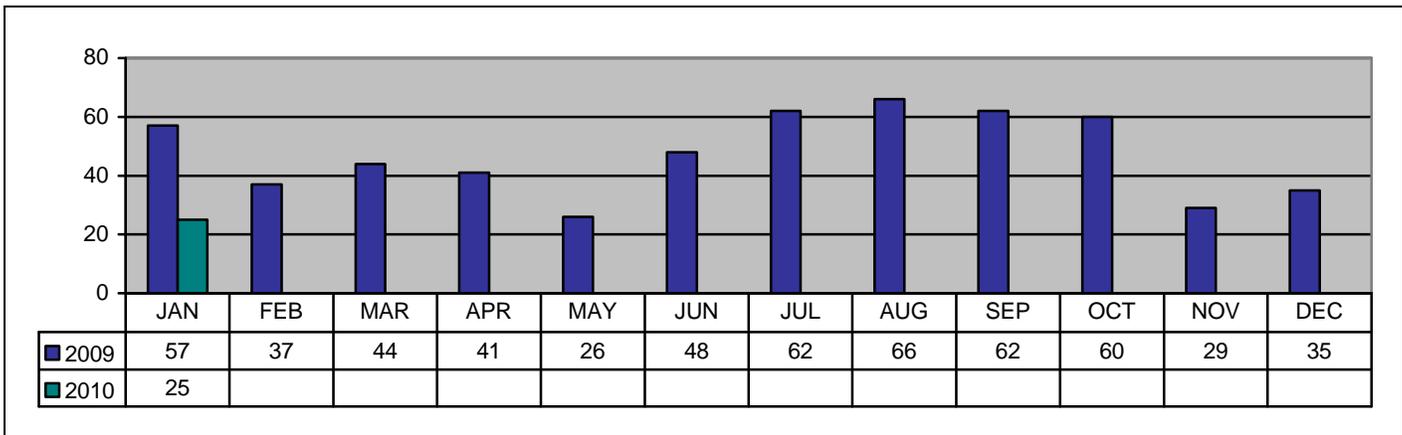
## Work Request by District and Top Three Issues



## Compliance Summary

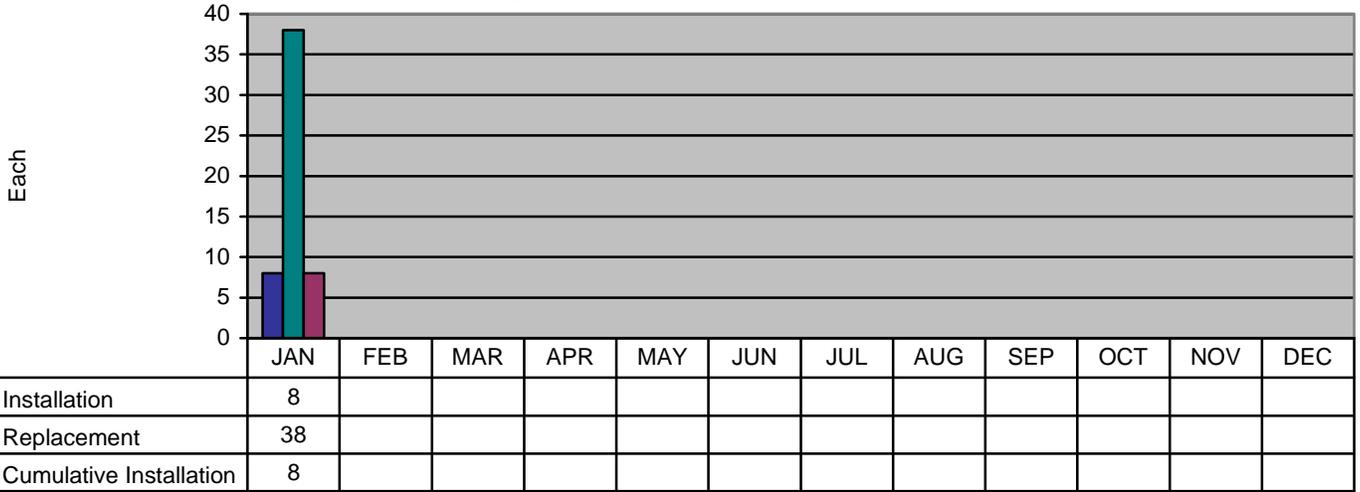
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	38	85%	38	100%	0.10
2 - Important (Completed within 3 Business Days)	57	85%	56*	98%	1.20
3 - Standard (Completed within 10 Business Days)	8	85%	8	100%	1.85
4 - Preventative Maintenance (Scheduled Work)	204	N/A	N/A	N/A	N/A
<b>Grand Total</b>	<b>308</b>				
*indicates one Work Request was open as of January 31 <sup>st</sup> , but in compliance to date.					
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard		Compliance %
	1,564		85%		94%

## Annual Comparative Right-Of-Way Permits

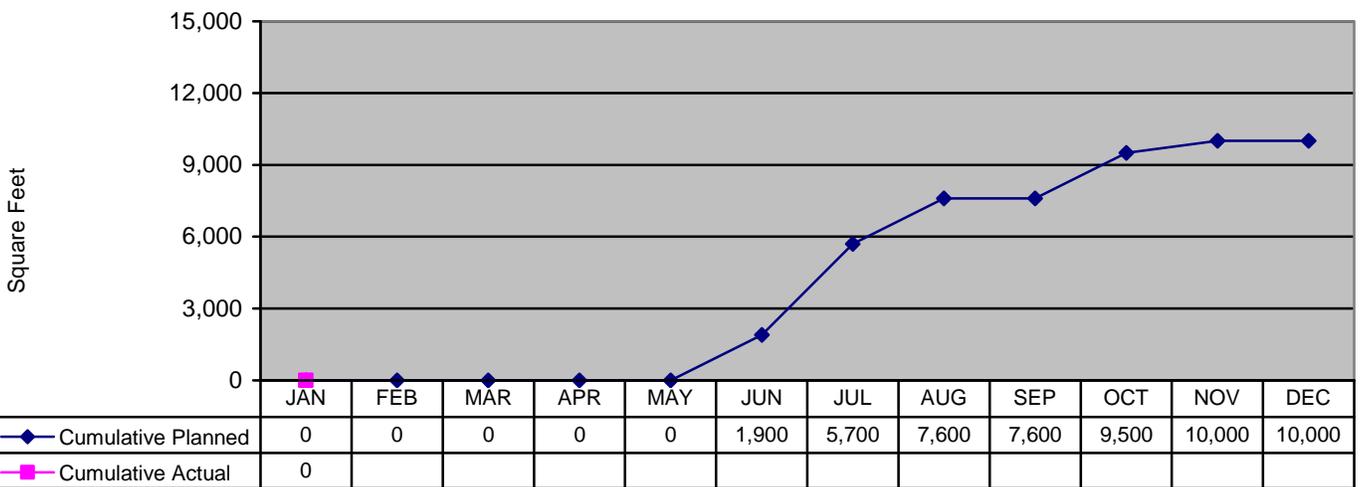


# Traffic Maintenance

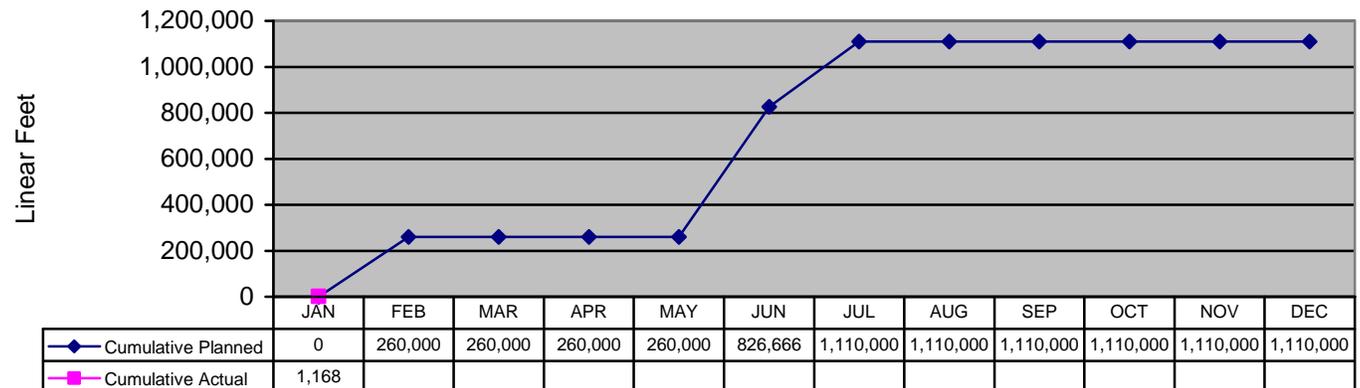
## Sign Installation and Activities



## Crosswalks/Stopbars

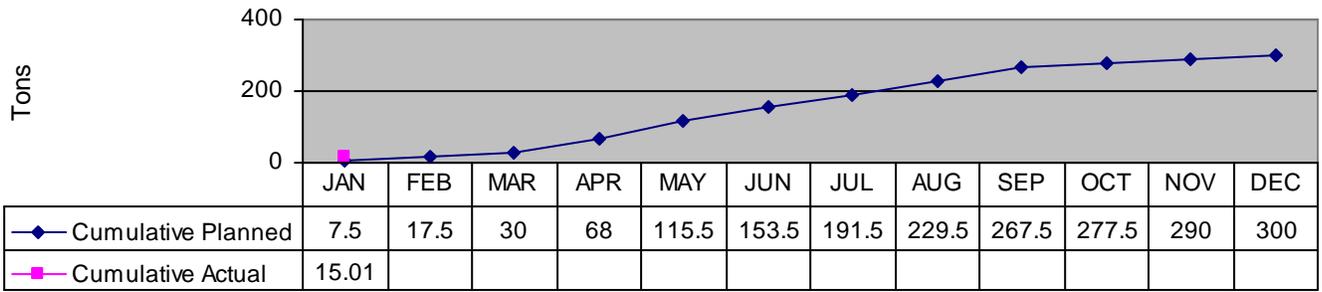


## Lane Striping

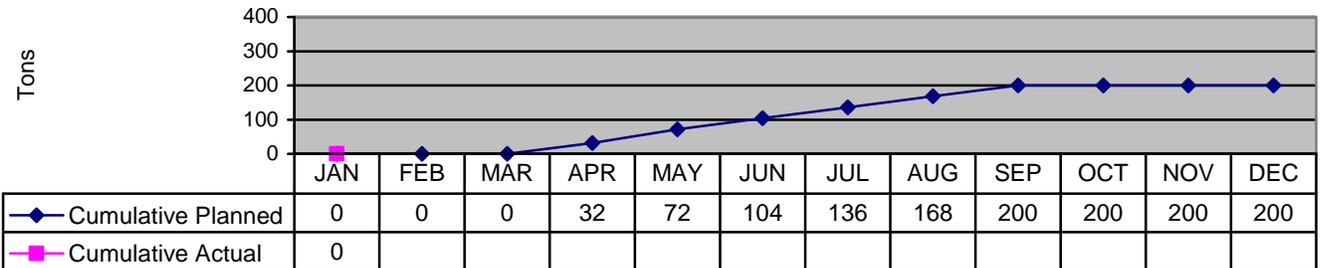


# Pavement Maintenance

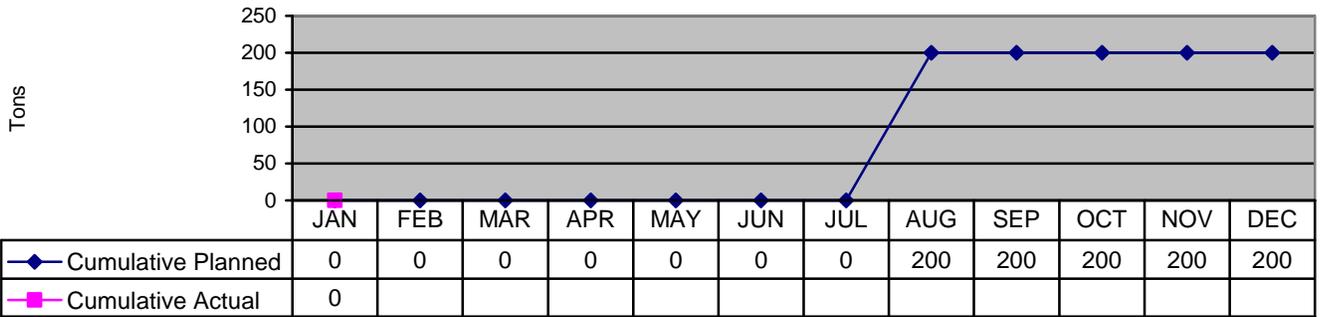
## Pothole Patching



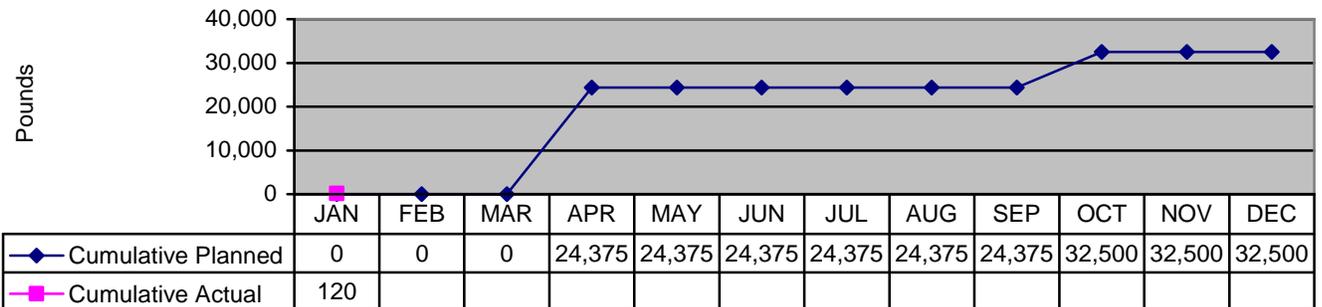
## Patch Back



## Major Patching

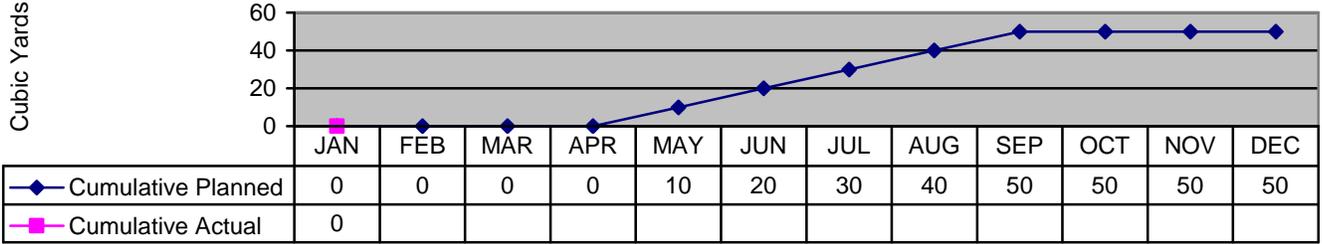


## Crack Seal

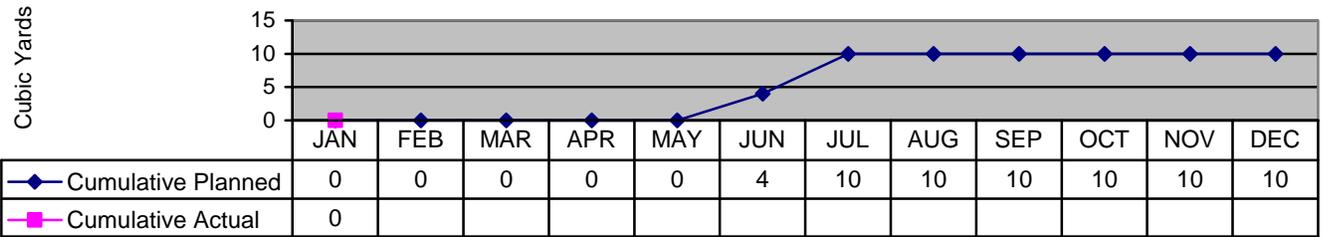


# Concrete Replacement

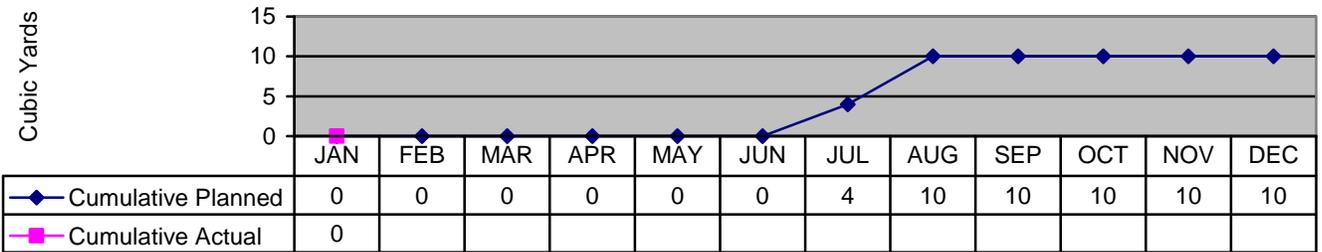
## Sidewalk



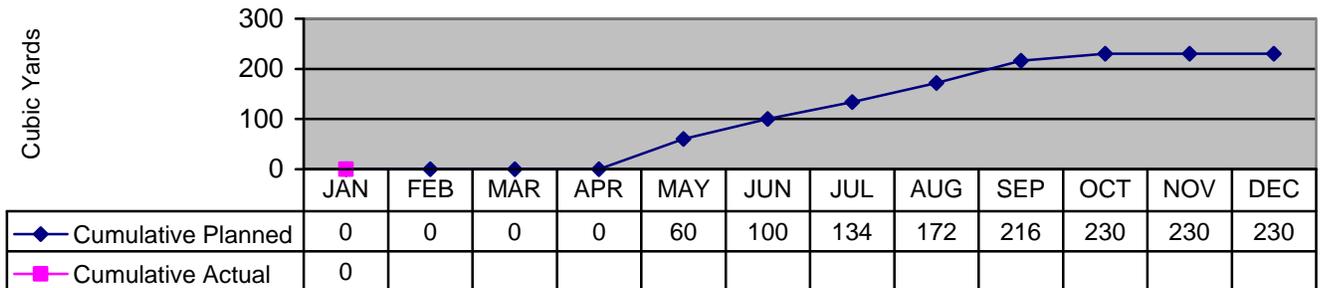
## ADA Ramps



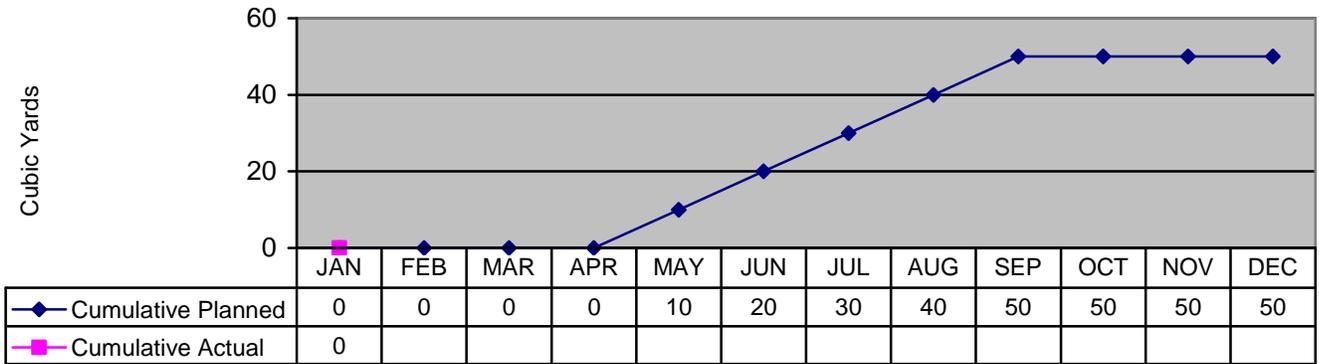
## Crosspans and Aprons



## Curb, Gutter and Sidewalk Combination

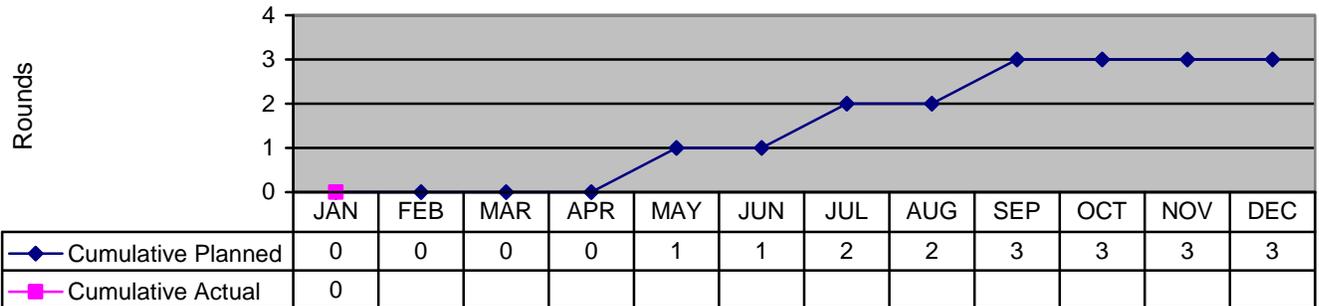


### Curb and Gutter

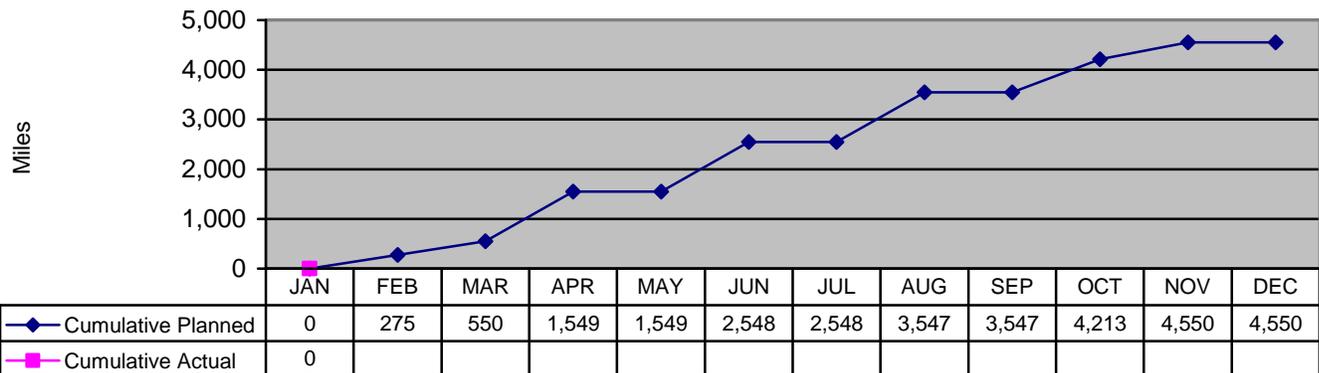


### Vegetation, Debris, Street Sweeping and Gravel Maintenance

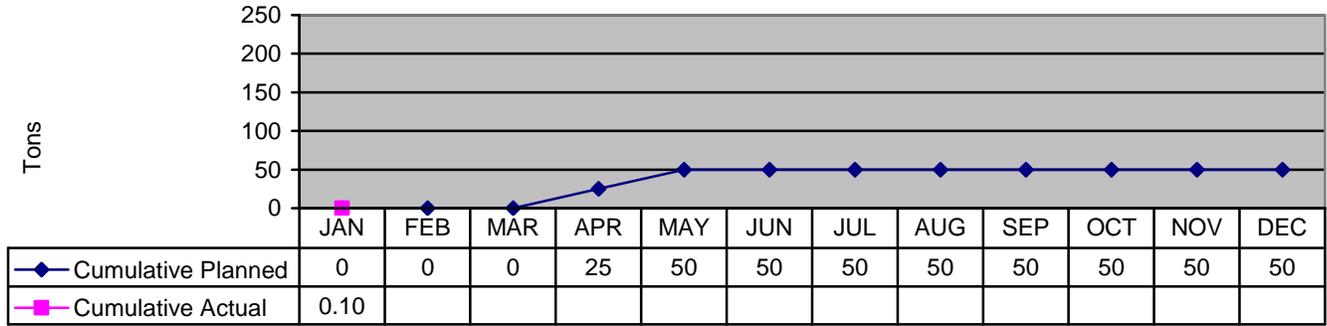
#### Vegetation and Debris Control



#### Street Sweeping



### Gravel Maintenance



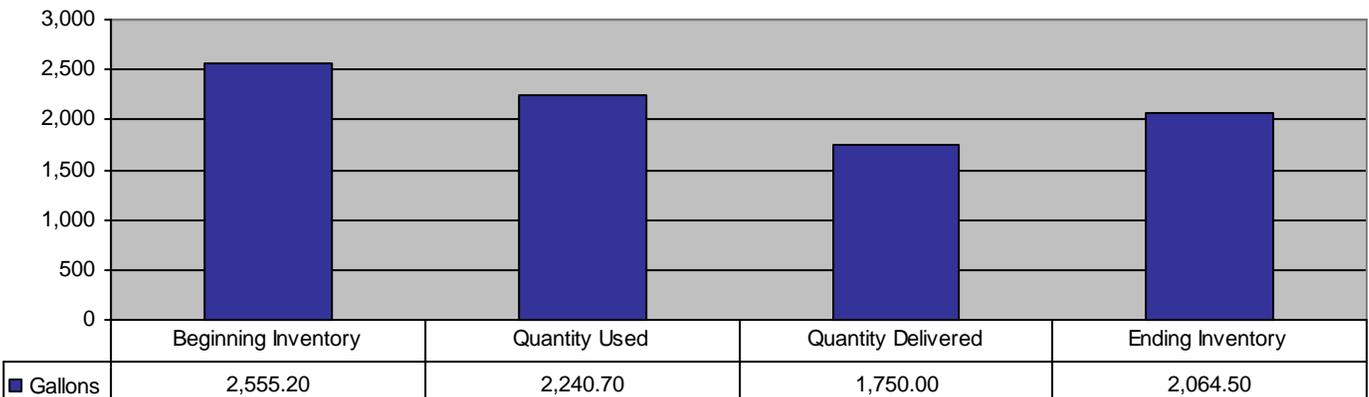
### Fuel Inventory

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

#### Unleaded Fuel



#### Diesel Fuel



## Snow Material Inventory

Solid Deicer	Quantity On-Hand	Units
Rock Salt	0	Tons
Ice Slicer	0.48	Tons
Salt/Ice Slicer Mix	629.54	Tons
<b>Total Inventory</b>	<b>630.02</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 month the invoices are received. If there is a discrepancy on an invoice, the amount will not be deducted until the correct invoice has been received.

	Beginning Budget	Invoice Amount Received for January	Remaining Balance
Snow Materials	\$ 287,500.00	\$ -	\$ 287,500.00
Asphalt	\$ 41,700.00	\$ 604.80	\$ 41,095.20
Fuel	\$ 137,000.00	\$ 6,290.00	\$ 130,710.00