



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

## ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,504.
- [Work Requests](#) – The total number of work requests received were 1,885.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed between 86% - 100% compliance and the Call Center compliance metric was 93%.
- [Right-Of-Way Permits](#) – There were 46 permits issued in January.
- [Traffic Maintenance](#) – A total of 11 signs were installed and 35 were replaced for the month.
- [Pavement Maintenance](#) – Due to the winter season, crews will be using cold mix asphalt for pothole repairs.
- [Concrete Replacement](#) – The concrete replacement program will begin April.
- [Mowing, Debris, and Weed Control](#) - The program will begin in April.
- [Street Sweeping and Shoulder Maintenance](#) – The program will begin in March.
- [2011 Performance Measures](#)
- [Fuel Inventory](#) – Unleaded Fuel Usage and Diesel Fuel Usage
- [Snow Material Inventory](#)
- [City Budgets](#)

## REVENUE

The January right-of-way permit revenue, excluding pavement restoration fees, was \$25,517.

## PUBLIC WORKS MAJOR ACTIVITIES

Traffic Engineering Services coordinated the bid opening for the Energy Efficiency and Conservation Block Grant (EECBG) solar school beacons project.

TES initiated the annual sign inspection program, which includes the inspection of 4,000 signs and we also began collecting data for the IKEA segment.

Implemented new signal timing plans on Picadilly Street at Thunder Ridge Middle School and South Riviera Way.

Coordinated the I-25/Arapahoe Road Environmental Assessment project update to City Council.

TES submitted grant applications for the Denver Regional Council of Governments (DRCOG) 2011 Miscellaneous Equipment Purchase Program that identified traffic signals in three corridors that qualify for this year's program: Arapahoe Road (west of University Boulevard), Yosemite Street and Quebec Street.

Public Works Field Services has been compiling citizen requests regarding concrete repairs for the 2011 in-house concrete program.

Public Works IT continues with the CarteGraph Mobility Project that will allow field personnel to utilize handheld devices in the field. The task of creating all the mobile forms was completed and the Go-Live Date has been tentatively moved to February, 25, 2011, due to technical issues synchronizing the data from the handheld devices into the database.

## A LOOK AHEAD

- Coordinate City Council approval of the DRCOG 2010 Signal Communication Grant IGA and initiate the project
- Complete sign the inspection for the IKEA segment
- Install AP22 time clocks at Newton Middle School and at Thunder Ridge Middle School
- Coordinate EECBG Solar School Beacons contract award and execution
- Begin implementation of the NTMP traffic mitigation plan for Dorado Avenue
- Public Works crews will continue pothole patching with cold mix. As the weather begins to get warmer, the crews will use hot mix asphalt.
- Public Works Field Operations continue to plan work activities for the warmer weather that includes concrete repair, asphalt patching, crack seal, mowing and right-of-way maintenance.

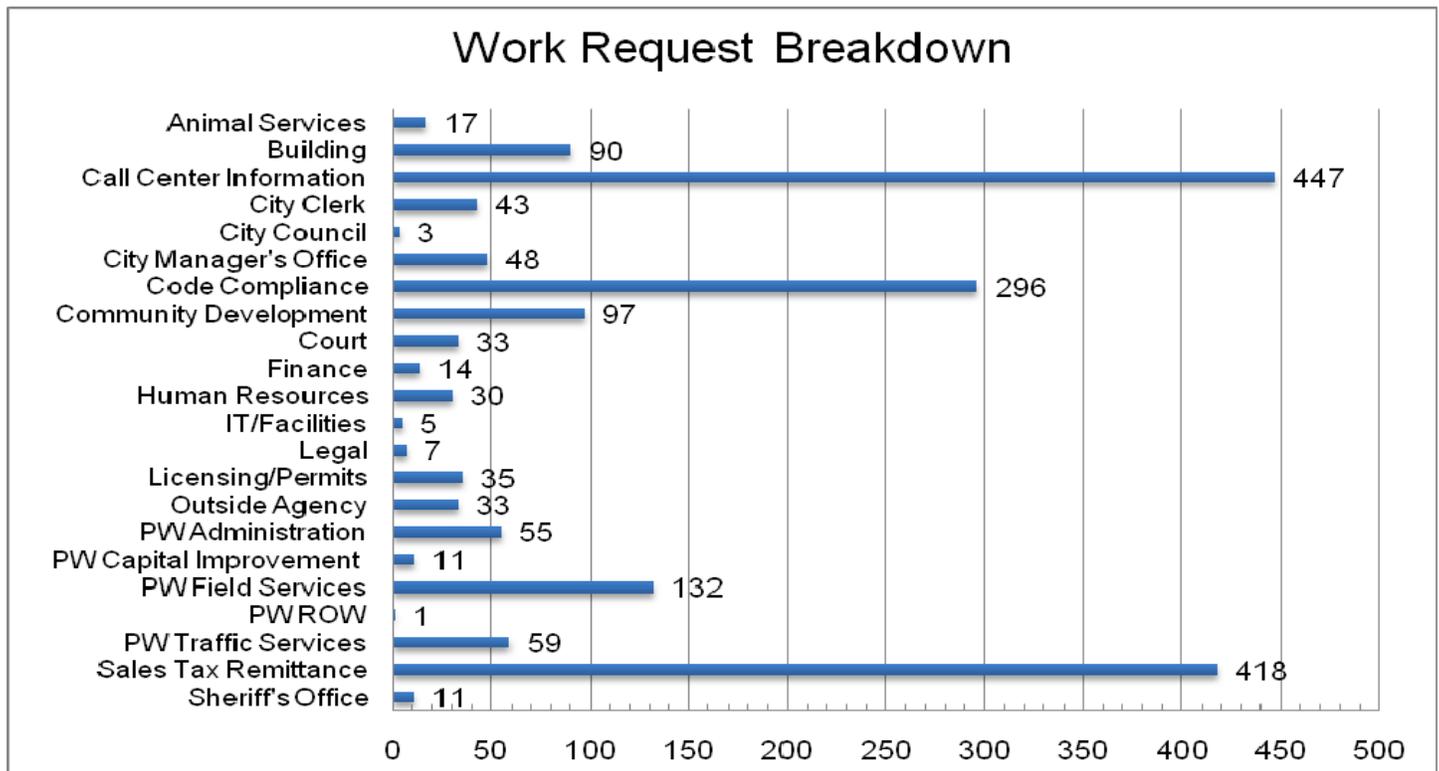
## Call Center

In January, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,504 which includes 35 web requests. A total of 18 calls were routed to the answering service during business hours, due to the Call Center employees attending a mandatory training and a total of 27 calls after business hours. Overall, for the month of January, the Call Center had a 93% compliance metric of answering phone calls within 120 seconds.

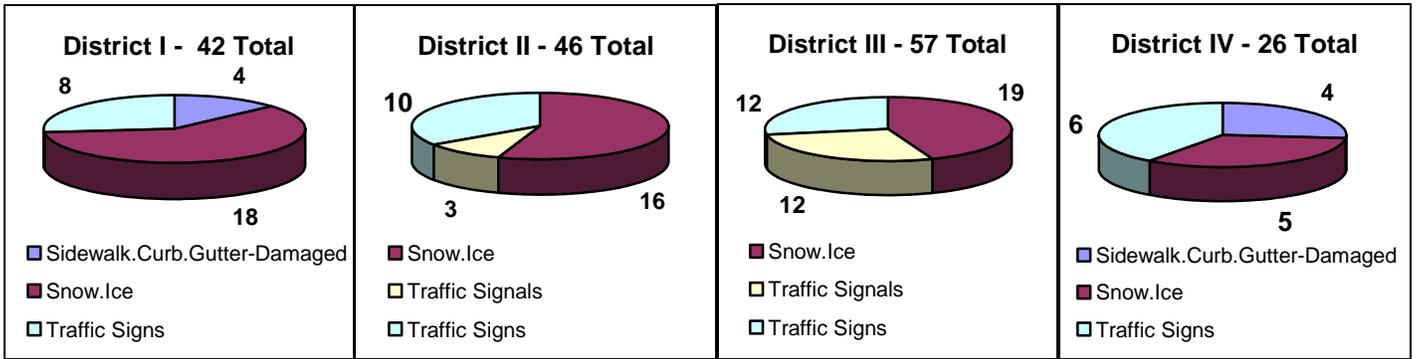
January 2011	Week 1	Week 2	Week 3	Week 4	MTD
	Jan 1-7	Jan 8-14	Jan 15-21	Jan 22-31	Total
Web Requests	8	10	7	10	35
Total Calls Handled by the Call Center	377	396	305	391	1,469
Total Metric for Call Center	385	406	312	401	1,504
Total Calls Rolled Over to Answering Service During Business Hours	0	6	12	0	18
Total Calls Rolled over to Answering Service After Hours	7	6	14	0	27

## Work Request Breakdown

The work requests received by the City for the month of January were 1,885.



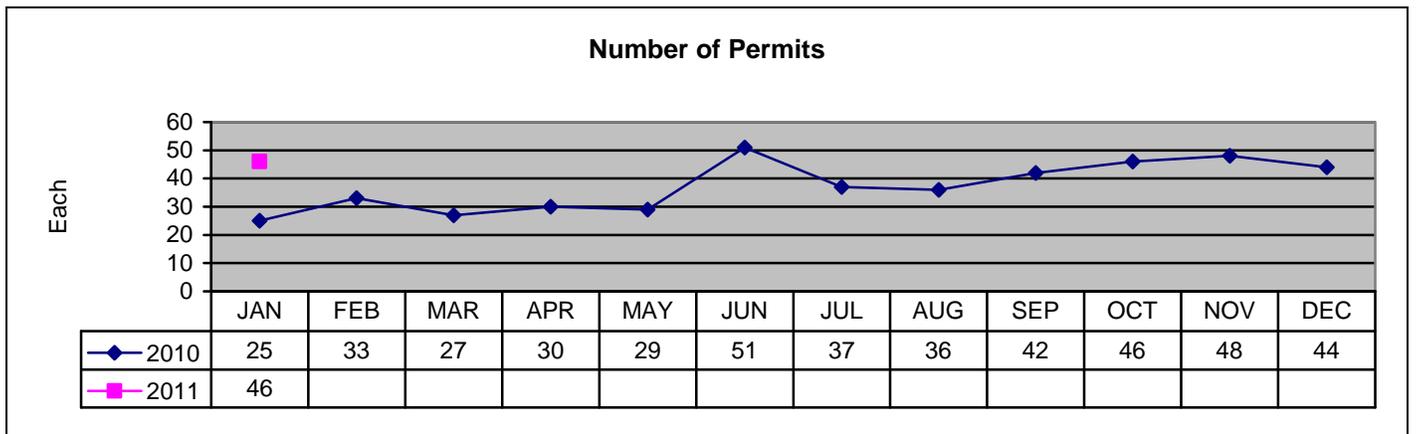
## Work Request by District and Top Three Issues



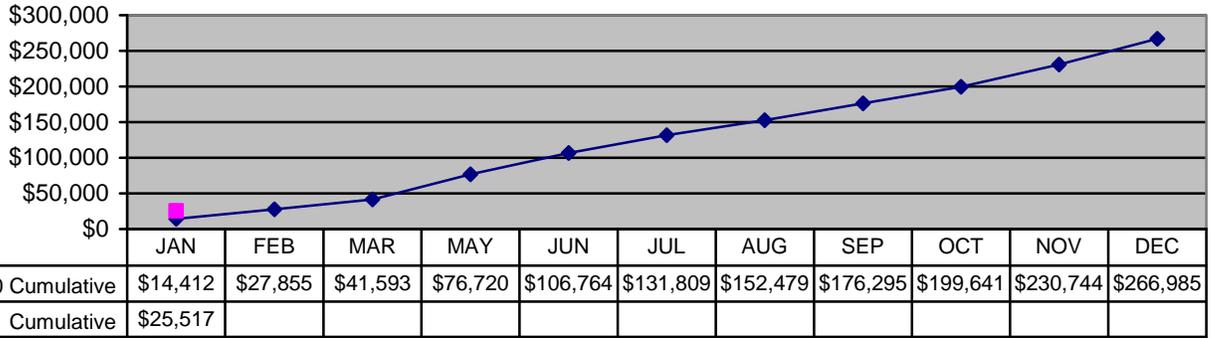
## Compliance Summary

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%	.32
2 - Important (Completed within 3 Business Days)	37	85%	37	100%	.68
3 - Standard (Completed within 10 Business Days)	14	85%	12	86%	3.91
4 - Preventative Maintenance (Scheduled Work)	102	N/A	N/A	N/A	N/A
<b>Grand Total</b>	<b>191</b>				
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard		Compliance %
	1,504		85%		93%

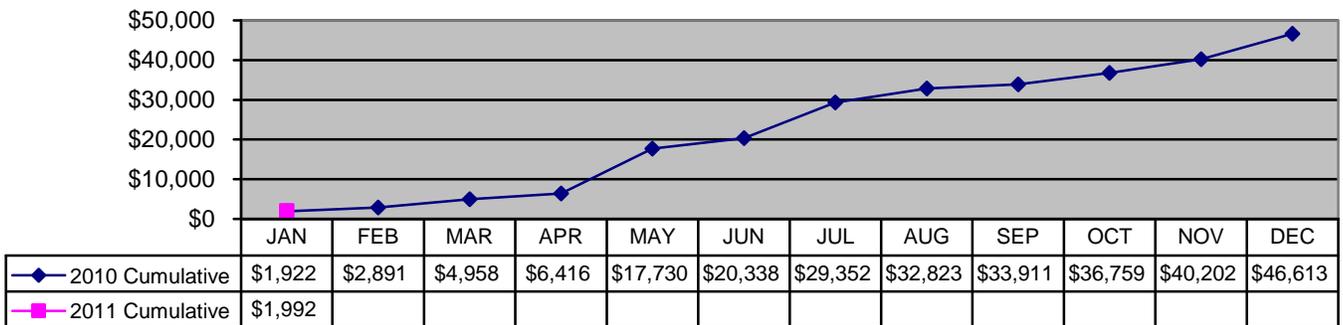
## Annual Comparative Right-Of-Way Permits



### Permit Revenue

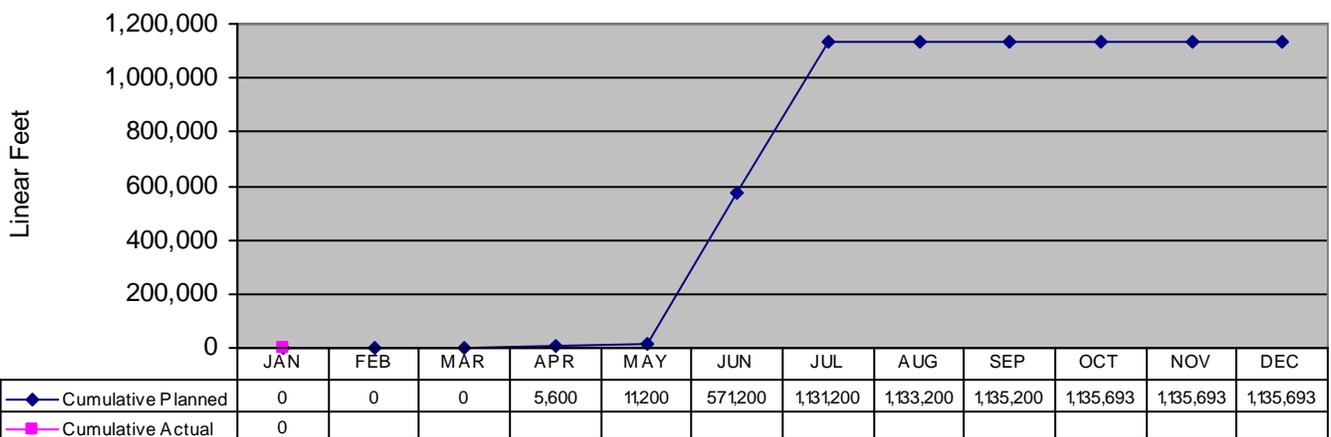


### Pavement Restoration Revenue

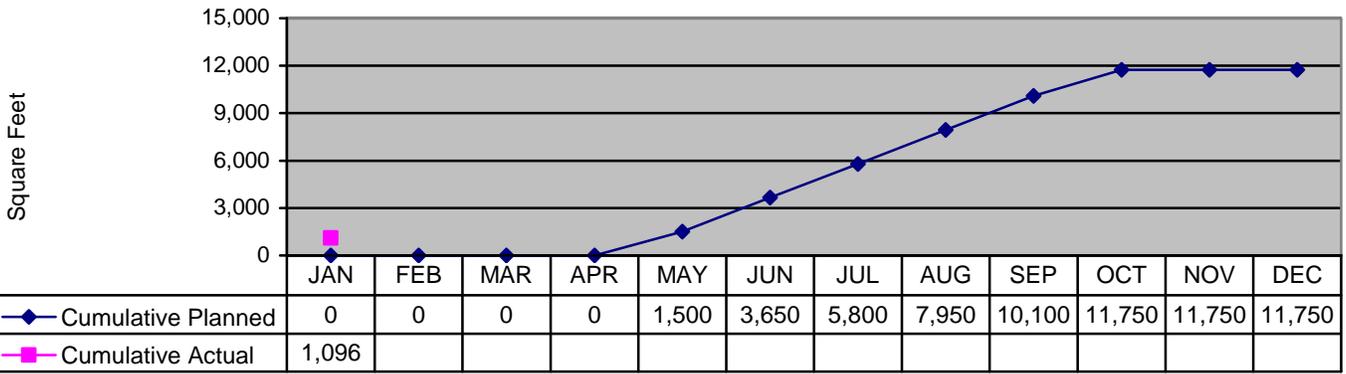


### Traffic Maintenance

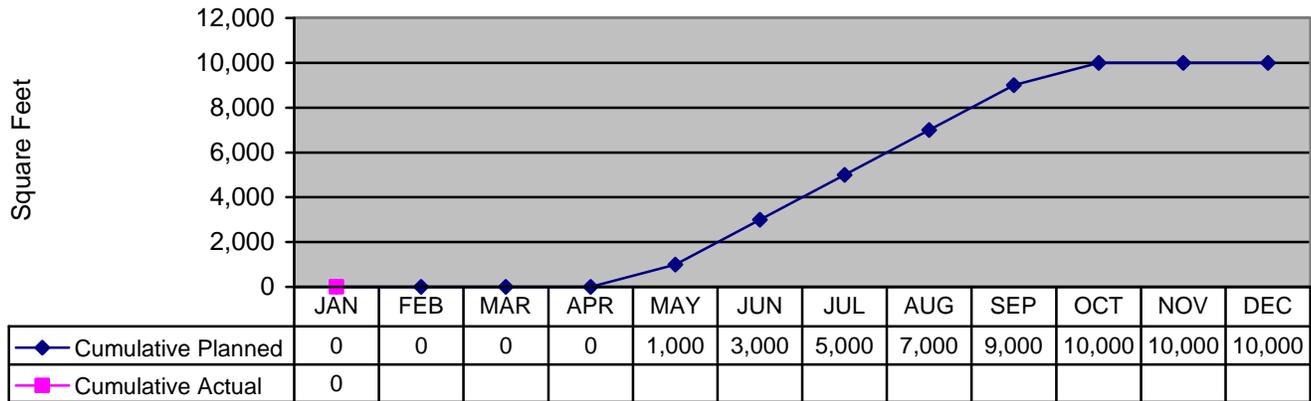
#### Lane Striping



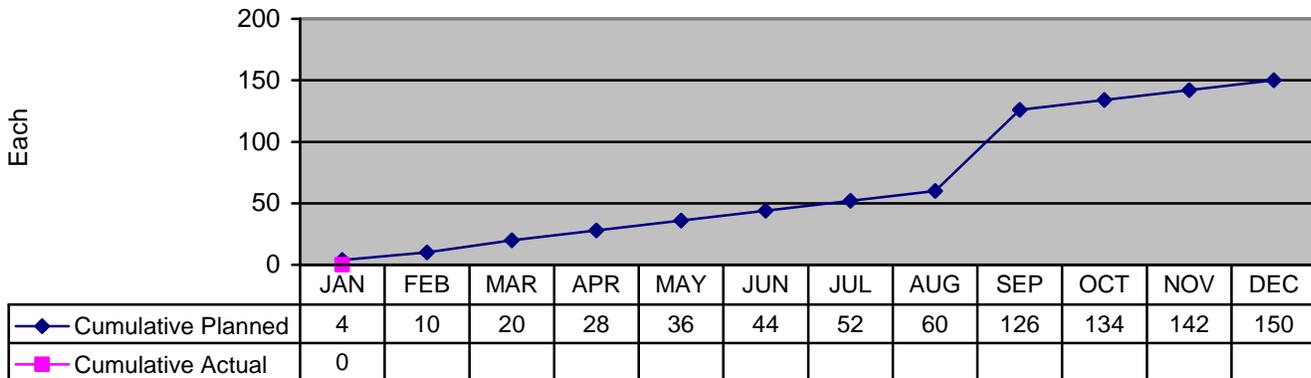
### Thermoplastic Crosswalks and Stopbars



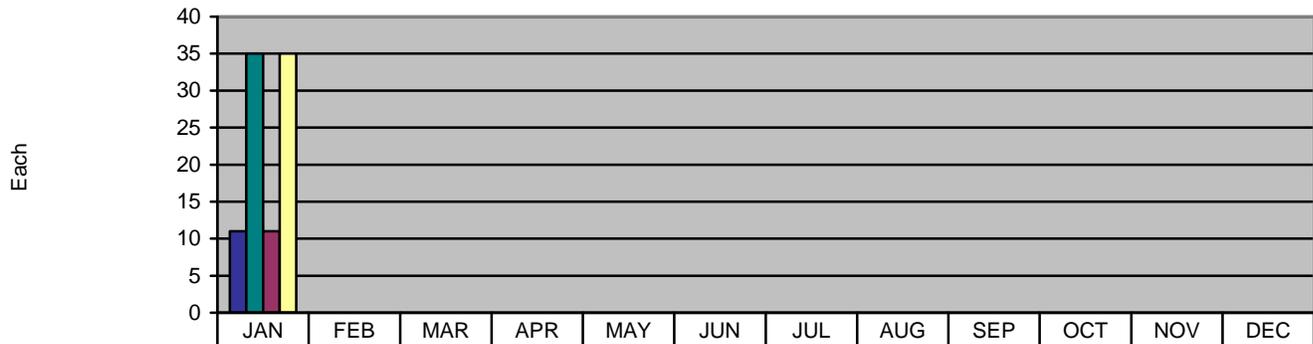
### Acrylic Paint Crosswalks and Stopbars



### Traffic Counts



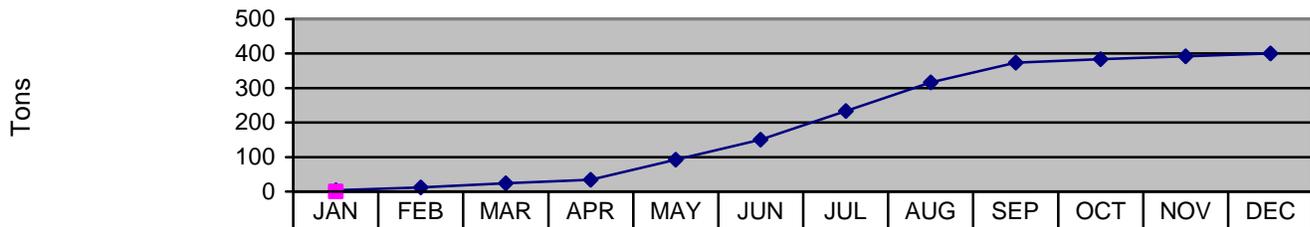
### Sign Installation and Replacement



Installation	11											
Replacement	35											
Cumulative Installation	11											
Cumulative Replacement	35											

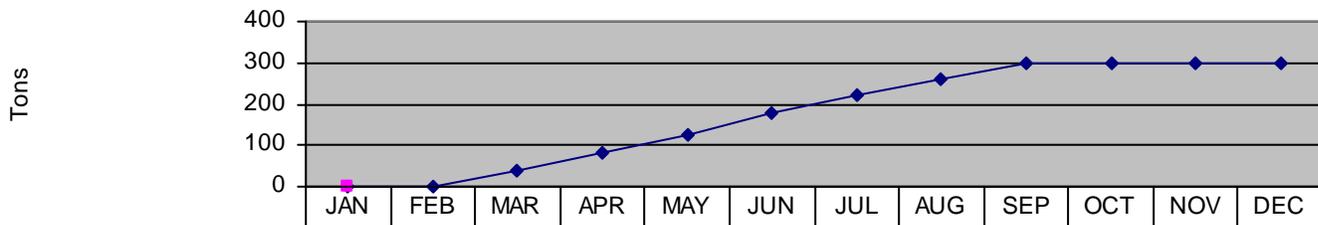
### Pavement Maintenance

#### Pothole Patching



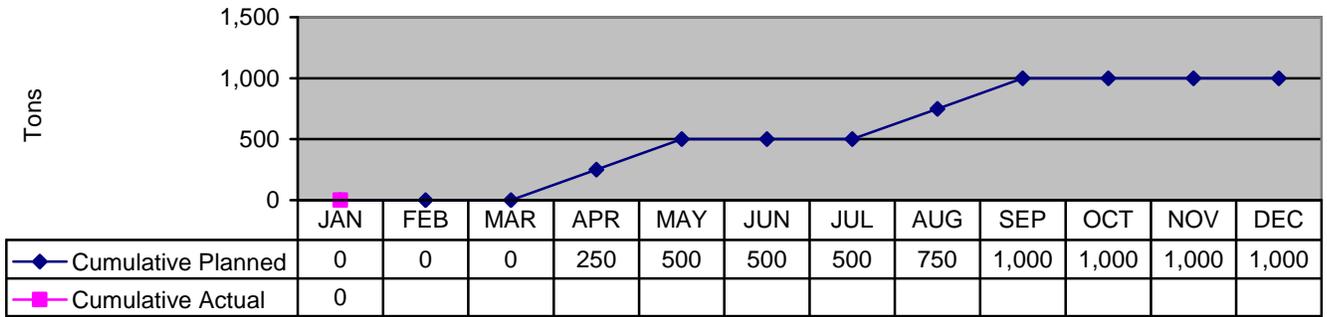
Cumulative Planned	4	12	24	34	92	150	233	316	374	384	392	400
Cumulative Actual	0.38											

#### Patch Back

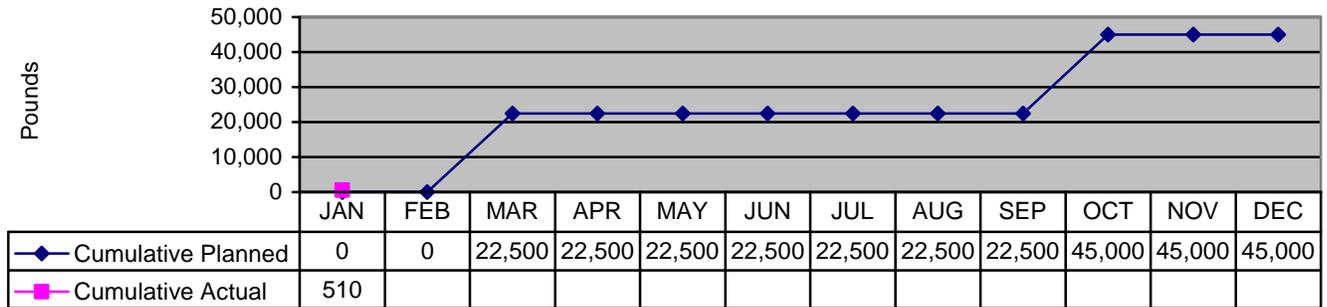


Cumulative Planned	0	0	40	80	125	180	220	260	300	300	300	300
Cumulative Actual	0											

### Major Patching

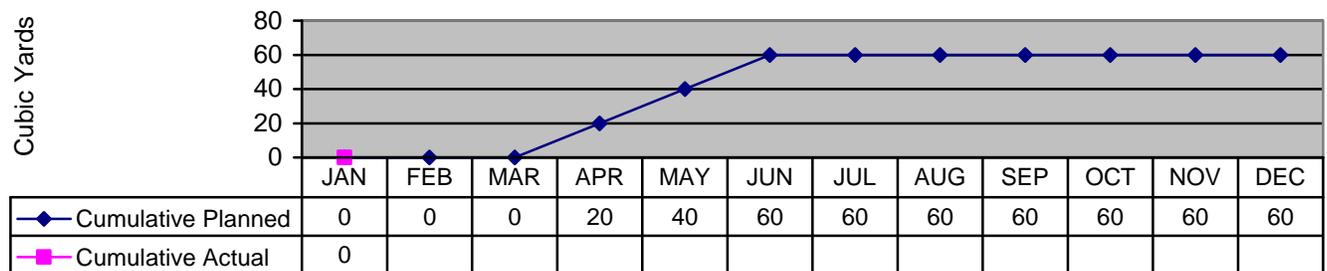


### Crack Seal

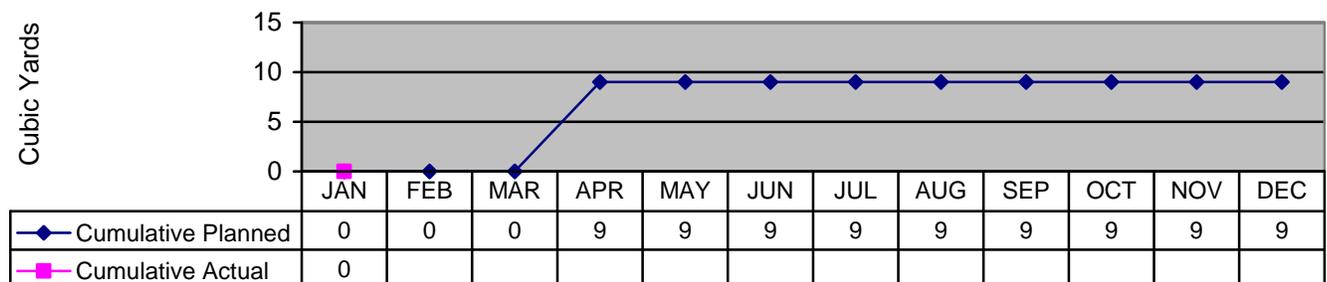


### Concrete Replacement

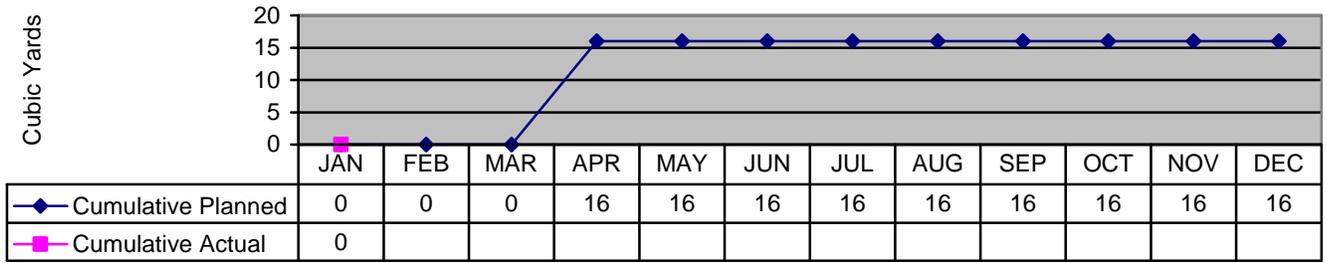
#### Sidewalk



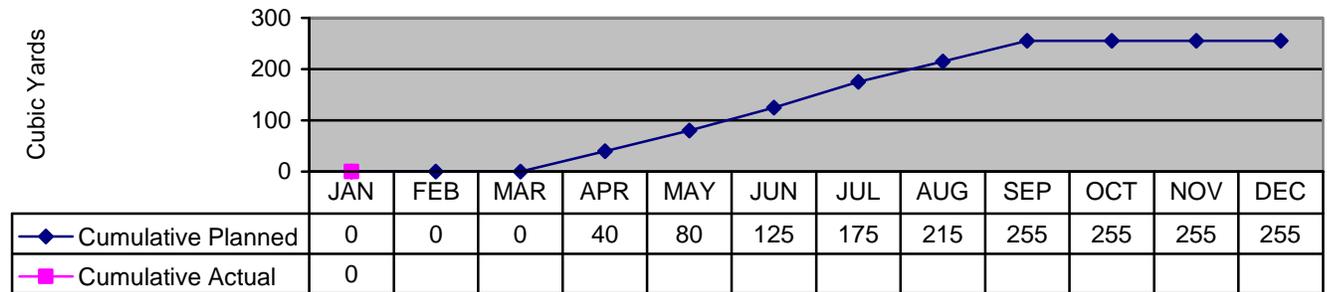
#### ADA Ramps



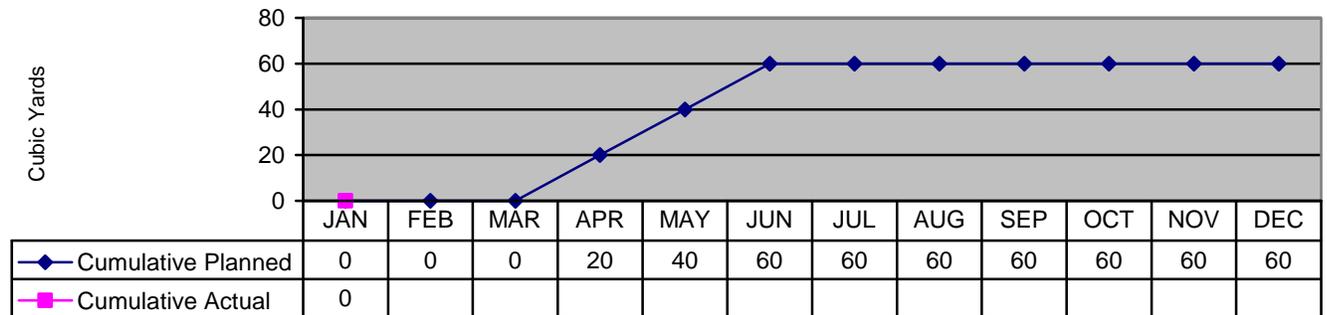
### Crosspans and Aprons



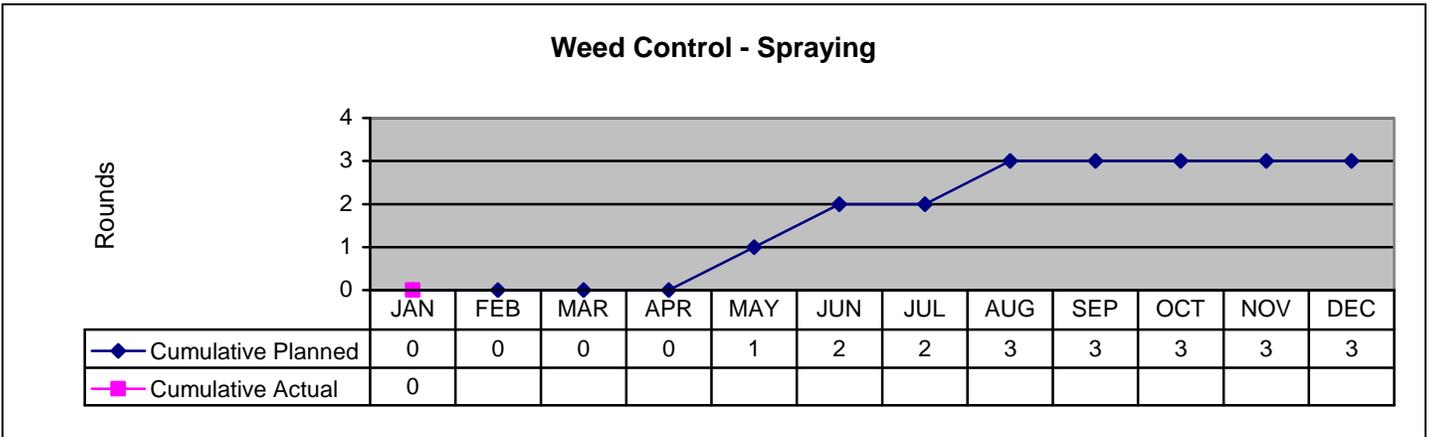
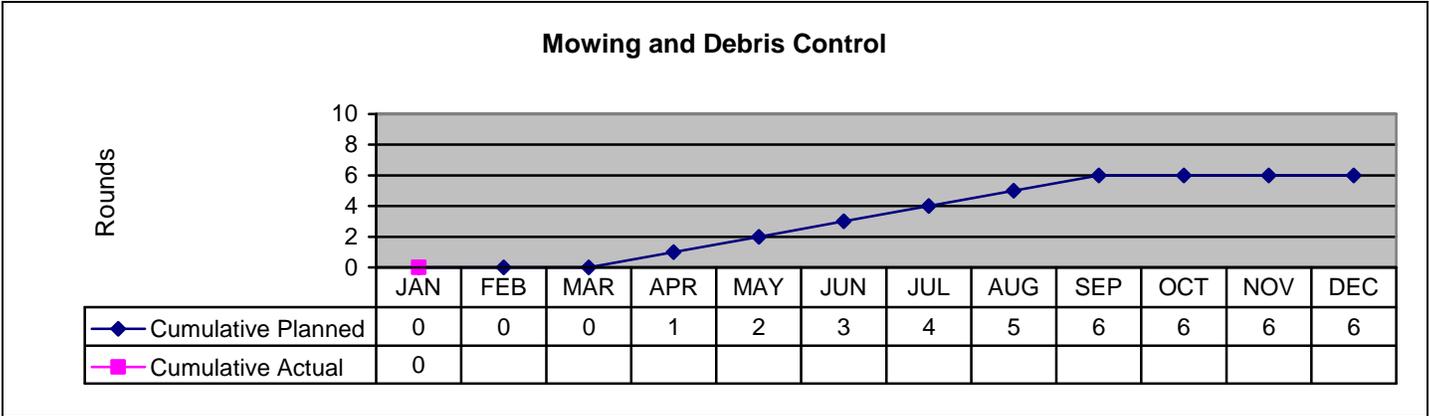
### Curb, Gutter and Sidewalk Combination



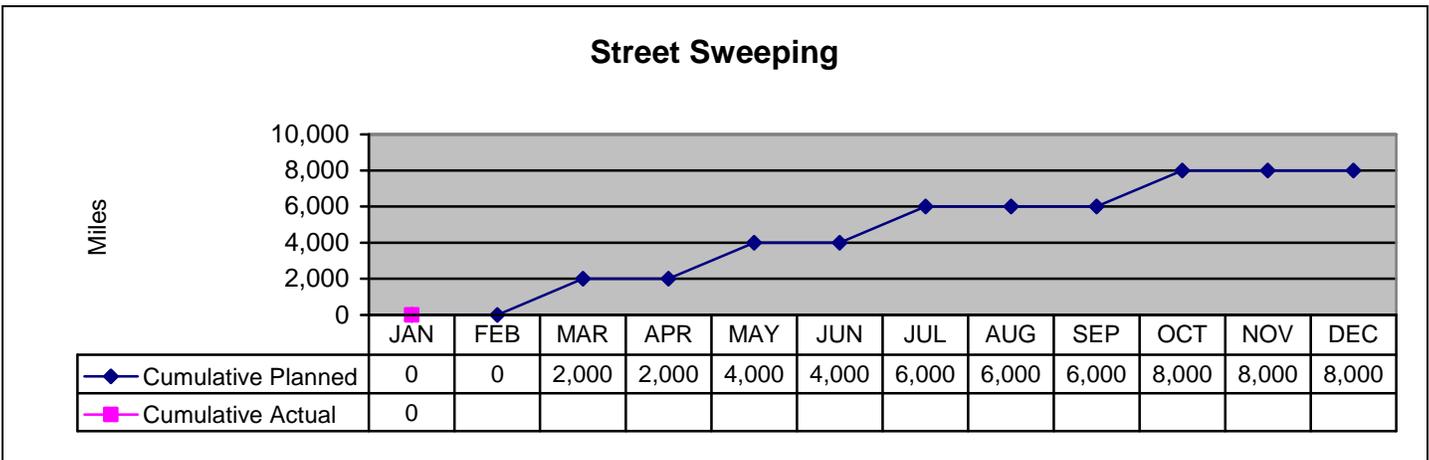
### Curb and Gutter



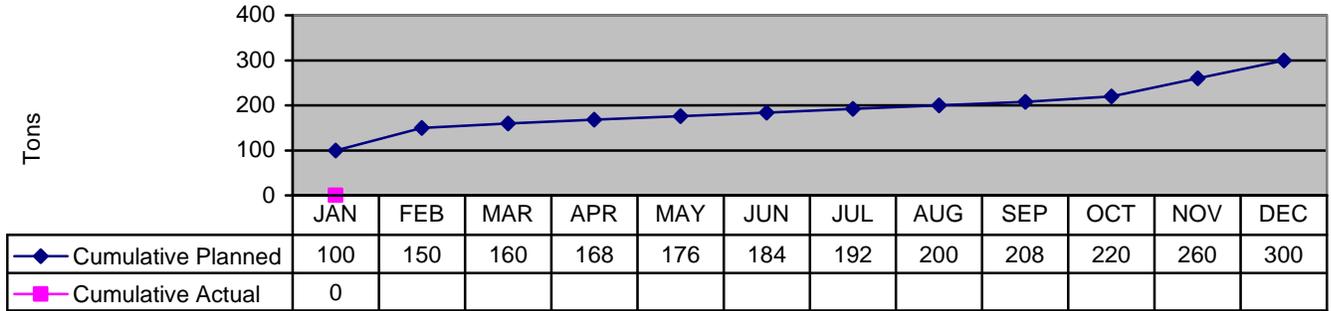
## Mowing, Debris and Weed Control



## Street Sweeping and Gravel Maintenance

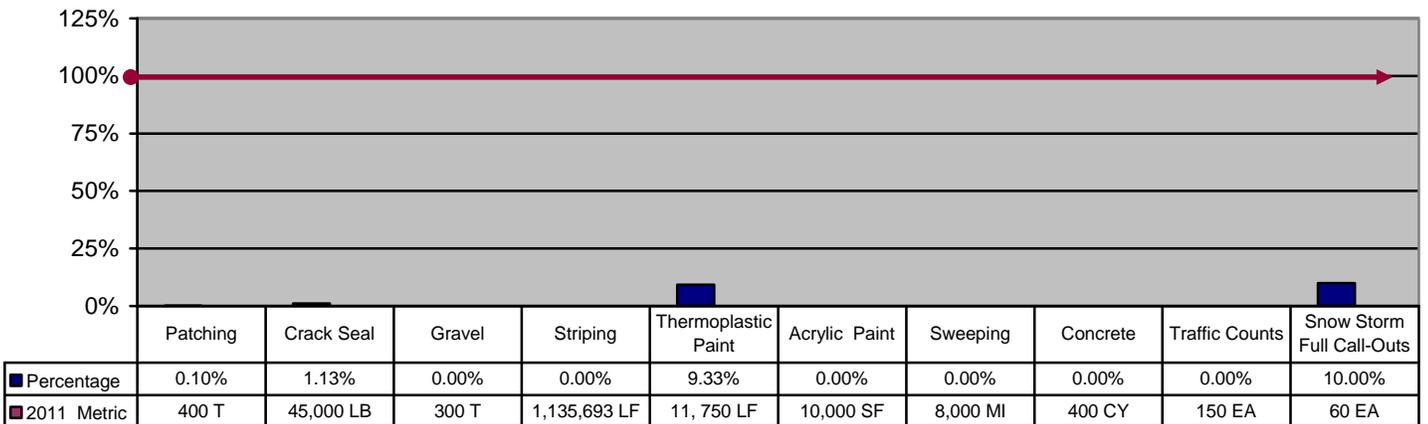


### Gravel Maintenance



### 2011 Performance Measures

#### Percentage of Metric



Tons = T

Pounds = LB

Linear Feet = LF

Square Feet = SF

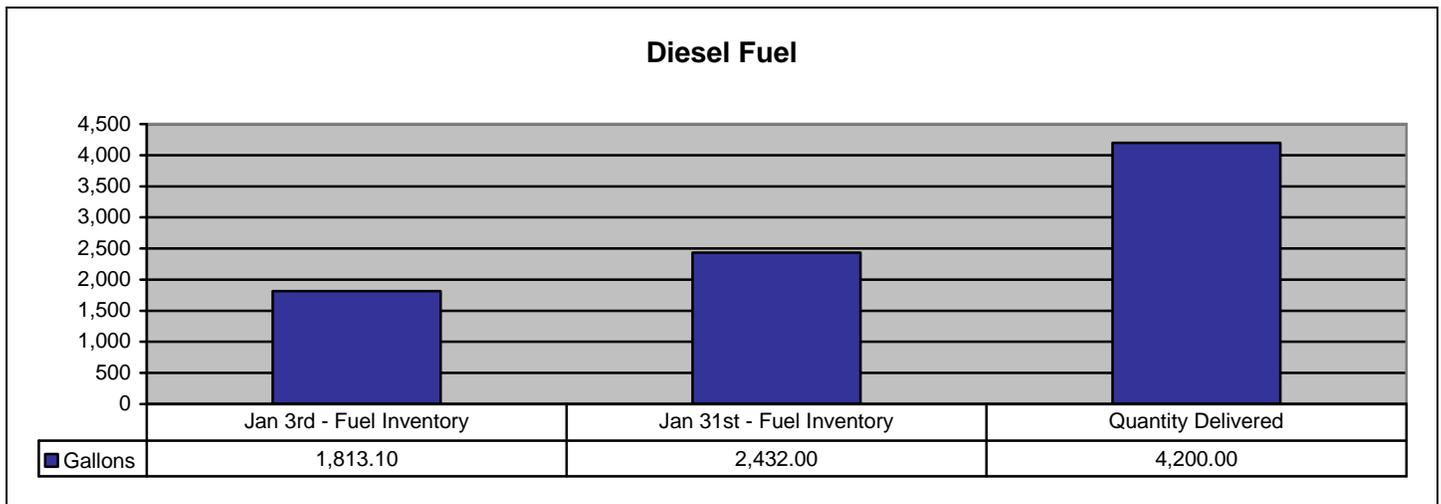
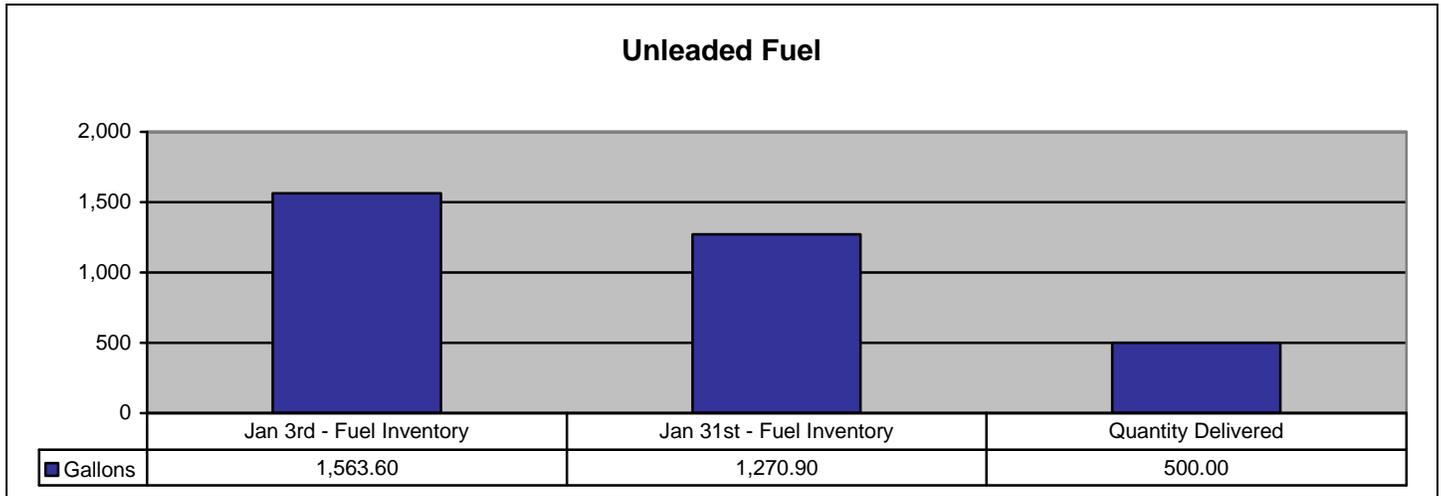
Miles = MI

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.



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

Material	Beginning Inventory (Tons)	Delivered This Period (Tons)	Used This Period (Tons)	Ending Inventory (Tons)
<b>Liquid Material</b>				
Apex (MgCl)	13,211.00	0	0	13,211.00
<b>Solid Material</b>				
Deicer (Salt & Ice Slicer)	2,114.85	1,195.69	(1,586.70)	1,723.84
Anti Skid (Sand/Salt Mix)	309.00	0	0	309.00
<b>Total</b>	<b>2,423.85</b>	<b>1,195.69</b>	<b>(1,586.70)</b>	<b>2,032.84</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	\$ 3,000.00	\$ (130.00)	\$ 2,870.00
Asphalt/Coldmix Material	\$ 90,000.00	\$ 90,000.00	\$ 90,000.00	\$ -	\$ 90,000.00
Large Deceased Animal Pick-Up (Animal & Pest Control)	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00	\$ (350.00)	\$ 2,650.00
Fuel	\$ 137,000.00	\$ 137,000.00	\$ 137,000.00	\$ (14,899.23)	\$ 122,100.77
Mosquito Control	\$ 34,460.00	\$ 34,460.00	\$ 34,460.00	\$ -	\$ 34,460.00
Snow Removal Materials	\$ 311,000.00	\$ 311,000.00	\$ 311,000.00	\$ (93,002.55)	\$ 217,997.45
Signal (Pole) Maintenance	\$ 75,000.00	\$ 75,000.00	\$ 75,000.00	\$ -	\$ 75,000.00
Signal Additions/Repairs	\$ 174,590.00	\$ 174,590.00	\$ 174,590.00	\$ -	\$ 174,590.00