



**Public Works Department
Operations and Traffic Engineering
Monthly Report – January 2012**

ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,580.
- [Work Requests](#) – The total number of work requests received were 2,045.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed with 96% - 100% compliance.
- [Right-Of-Way Permits](#) – There were 57 permits issued in January.
- [Traffic Maintenance](#) – A total of 2 signs were installed and 42 signs have been replaced for the month.
- [Pavement Maintenance](#) – January pothole patching required 10 tons of asphalt.
- [Concrete Replacement](#) - This activity will begin later this year.
- [Mowing, Debris, and Weed Control](#) – The mowing efforts will begin later in the year.
- [Street Sweeping and Gravel Maintenance](#) – Sweeping efforts and gravel maintenance will begin in April.
- [2012 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 \$27,000.

PUBLIC WORKS MAJOR ACTIVITIES

Traffic Engineering Services (TES) finalized the 2011 Signing orders.

Equipment was delivered for the Clarkson Street Neighborhood Traffic Management Program (NTMP) project.

TES submitted grant applications for the Federal Hazard Elimination at 4 locations:

- Smoky Hill Road and Tower - Smoky Hill Road and Liverpool
- Buckley and Orchard
- Potomac and Briarwood

Public Works responded to three separate snow events for the month of January.

A LOOK AHEAD

- Develop striping and crosswalk plans
- Develop striping module for CarteGraph
- Initiate Signing Inventory Program for 2012
- Public Works crews will continue to monitor pothole patching activities
- Crews will also respond to snow events when necessary

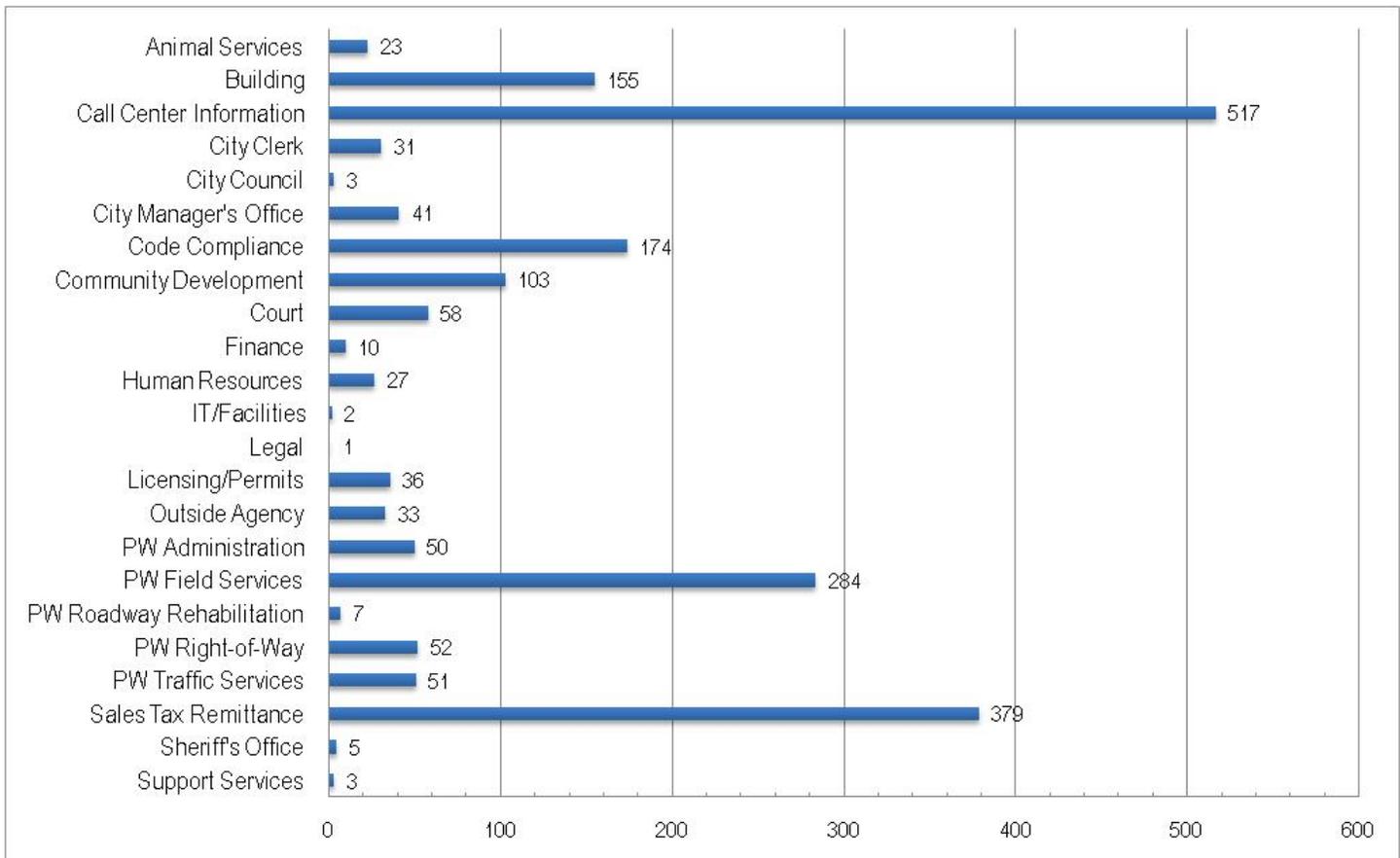
Call Center

In December, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,580 which includes 53 web requests. Only 50 calls were routed to the answering service during business hours, and a total of 66 calls after business hours. Overall, for the month of December, the Call Center had a 89% compliance metric of answering phone calls within 120 seconds.

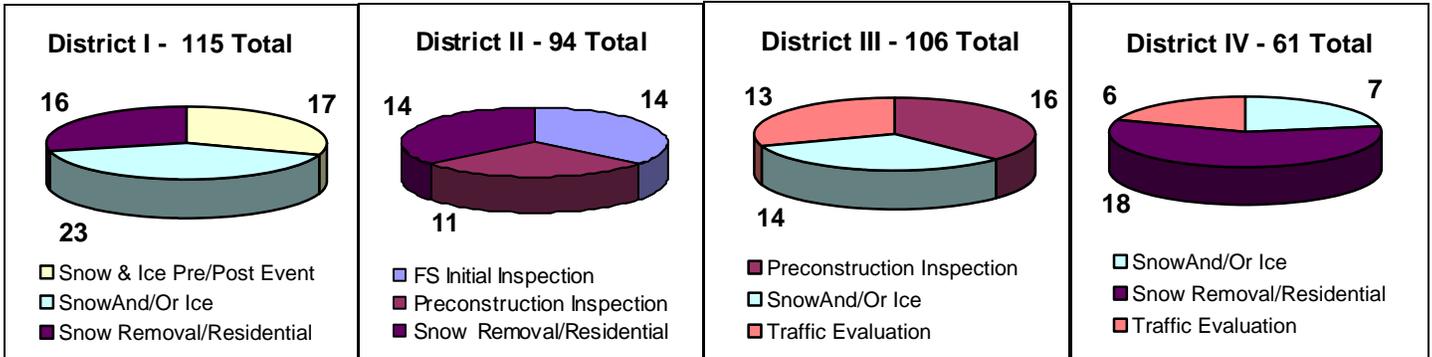
January 2011	Week 1	Week 2	Week 3	Week 4	MTD
	Jan 1-6	Jan 7-13	Jan 14-20	Jan 21-31	Total
Web Requests	15	14	11	13	53
Total Calls Handled by the Call Center	361	386	291	489	1,527
Total Metric for Call Center	376	400	302	502	1,580
Total Calls Rolled Over to Answering Service During Business Hours	10	21	14	5	50
Total Calls Rolled over to Answering Service After Hours	6	14	35	11	66

Work Request Breakdown

The work requests received by the City for the month of January were 2,045.



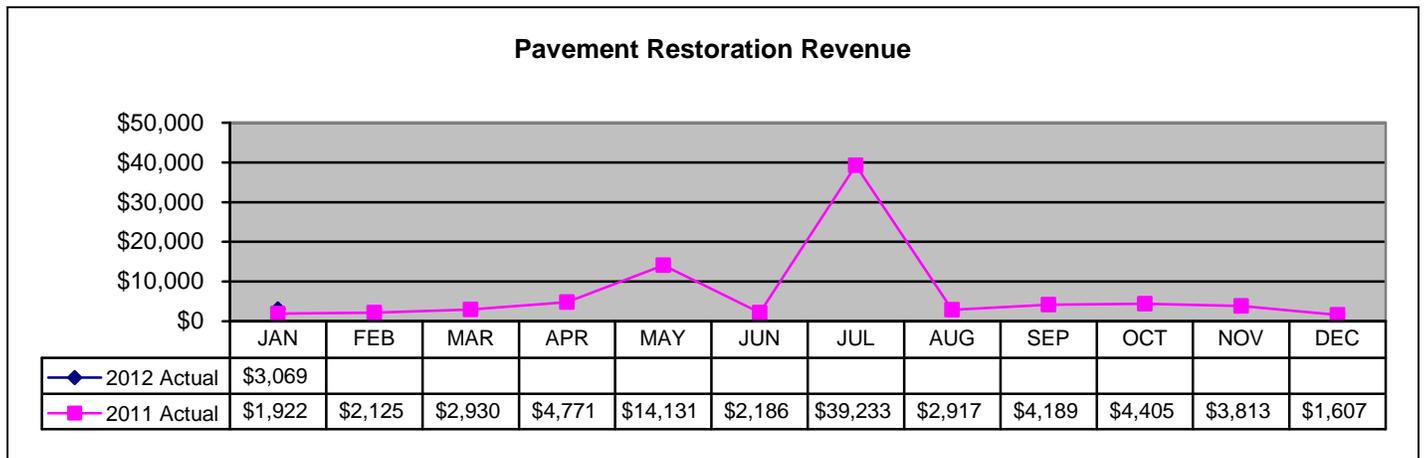
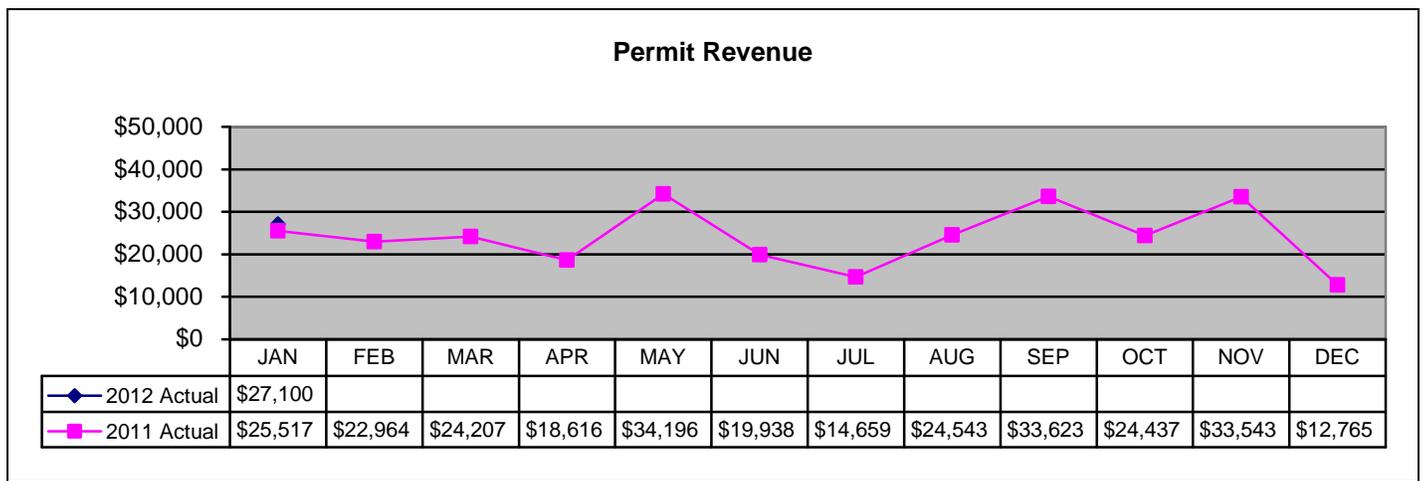
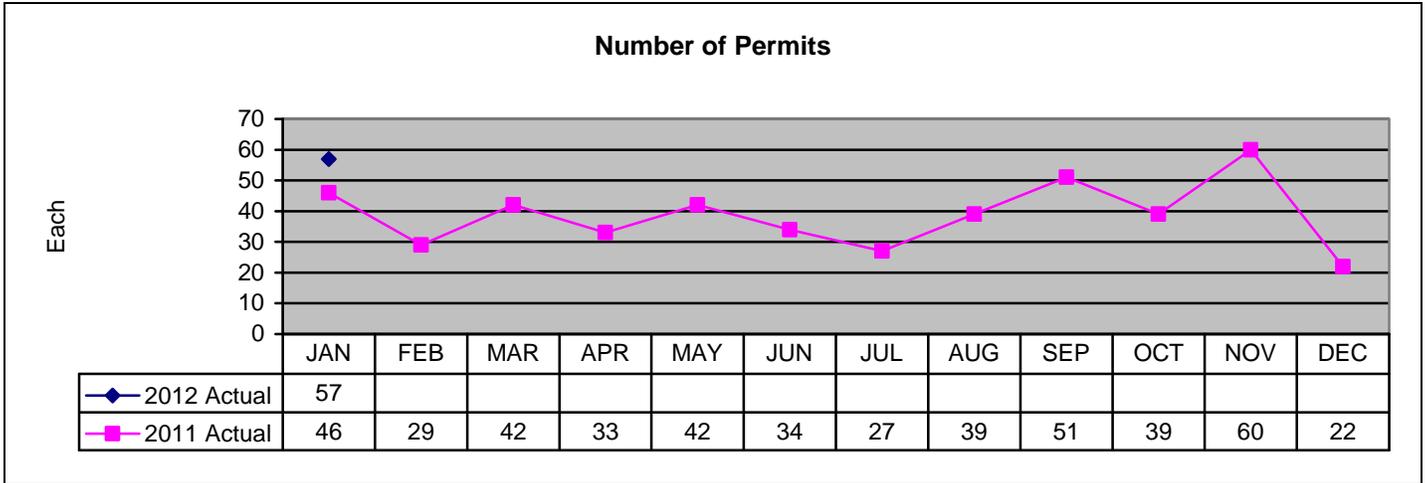
Work Request by District and Top Issues



Compliance Summary

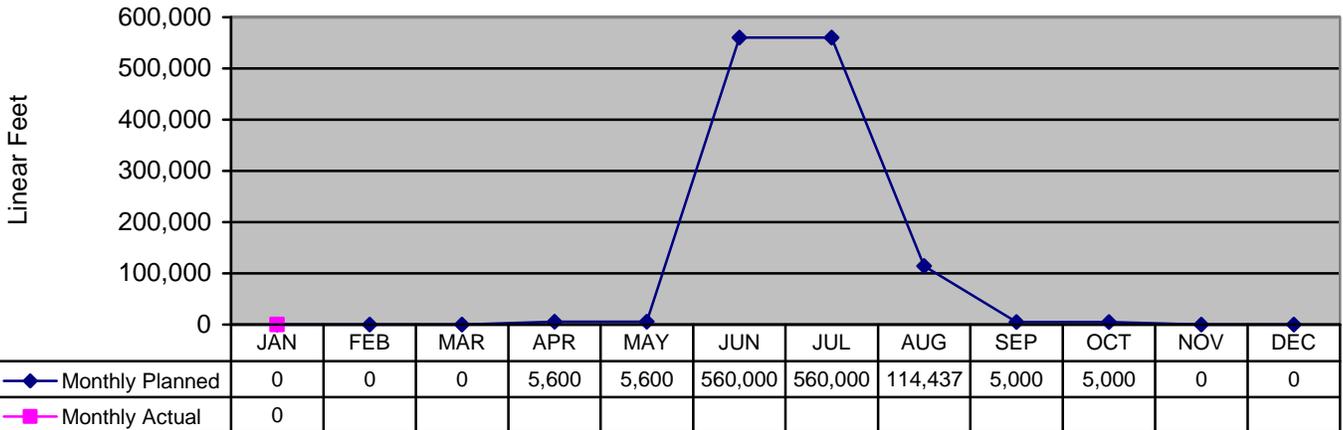
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	35	85%	35	100%	.15
2 - Important (Completed within 3 Business Days)	55	85%	53	96%	1.31
3 - Standard (Completed within 10 Business Days)	48	85%	48	100%	3.28
4 - Preventative Maintenance (Scheduled Work)	248	N/A	N/A	N/A	N/A
5 - Street Rehabilitation	6	N/A	N/A	N/A	N/A
Grand Total	392				
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard		Compliance %
	1,580		85%		89%

Annual Comparative Right-Of-Way Permits

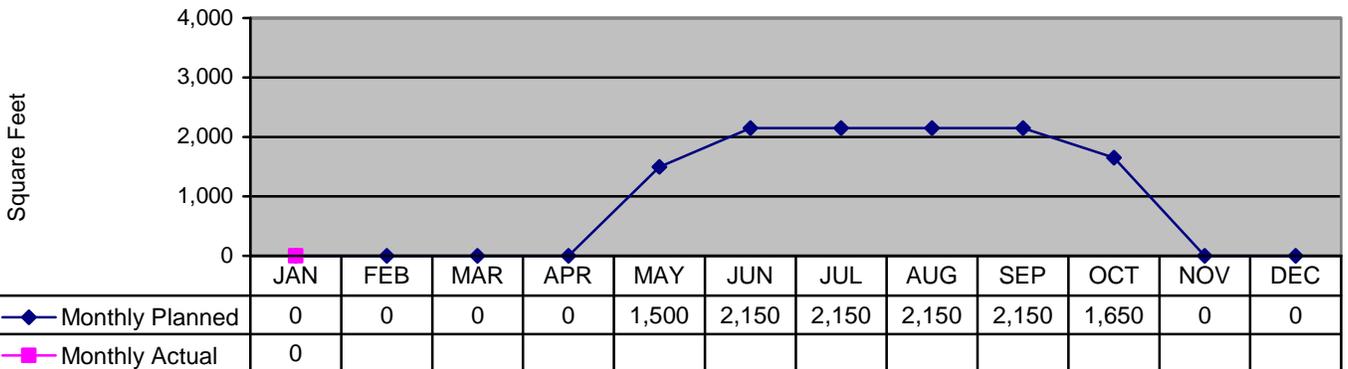


Traffic Maintenance

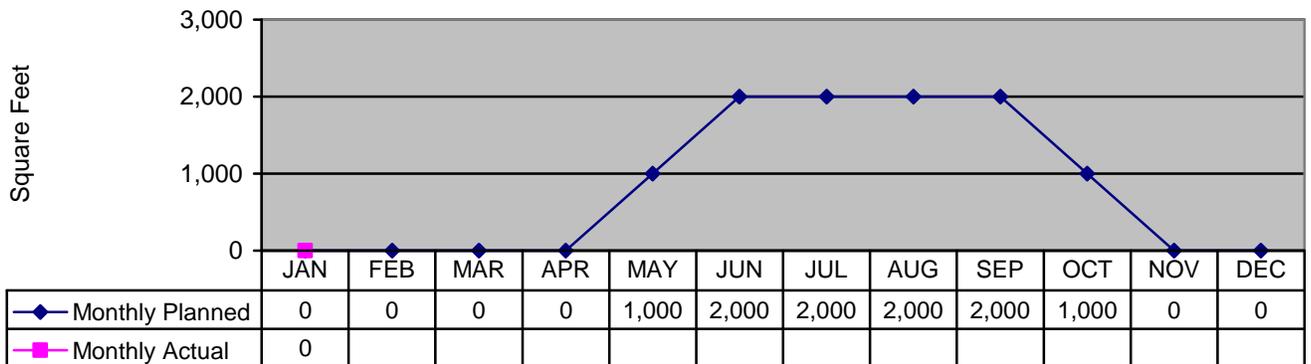
Lane Striping



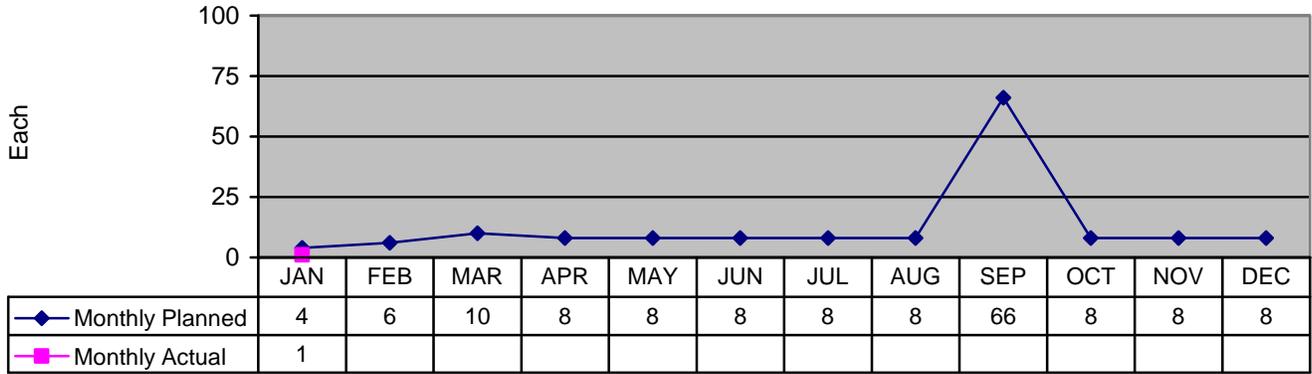
Thermoplastic Crosswalks and Stopbars



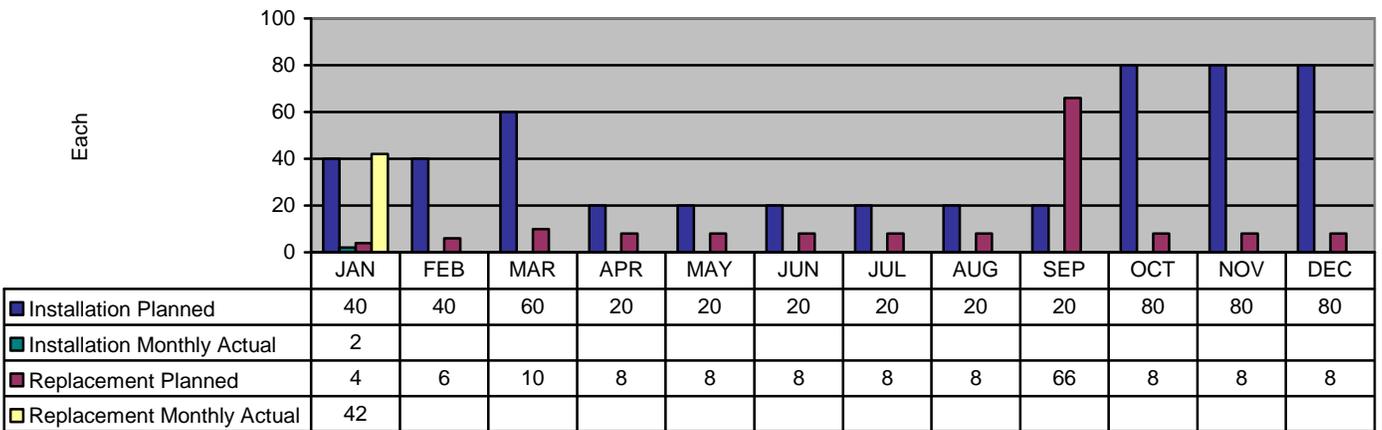
Acrylic Paint Crosswalks and Stopbars



Traffic Counts

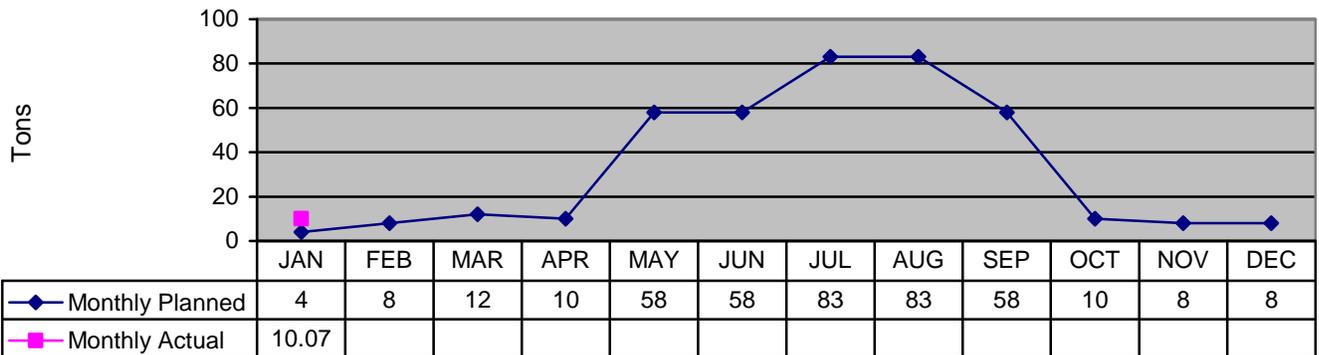


Sign Installation and Replacement

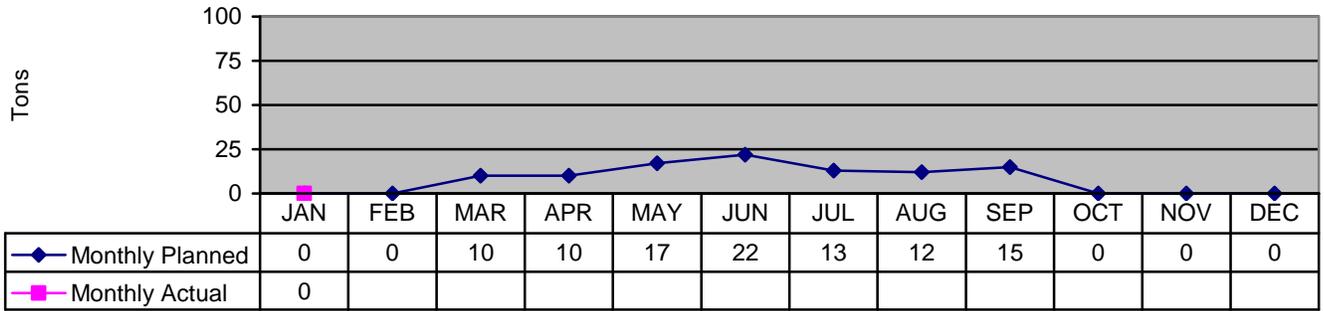


Pavement Maintenance

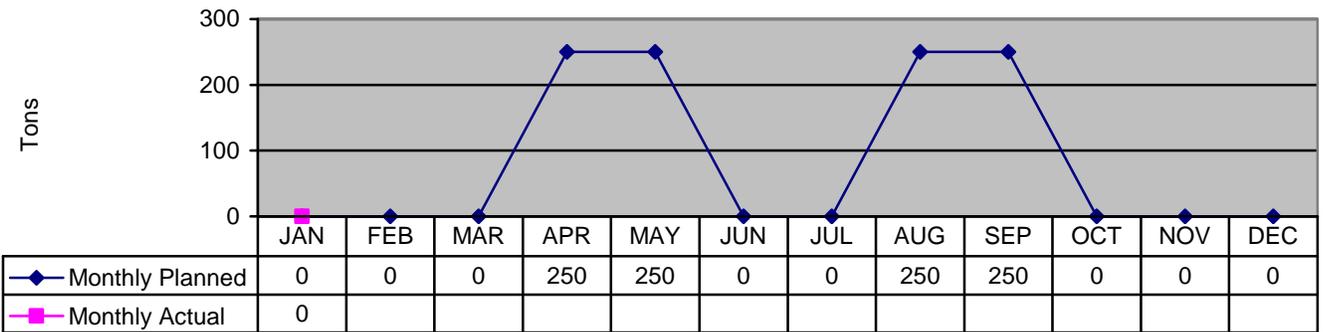
Pothole Patching



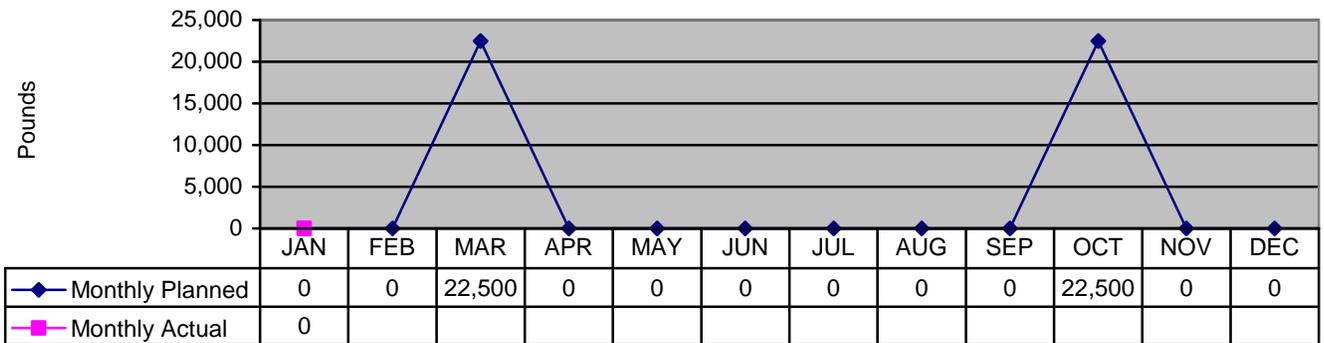
Patch Back



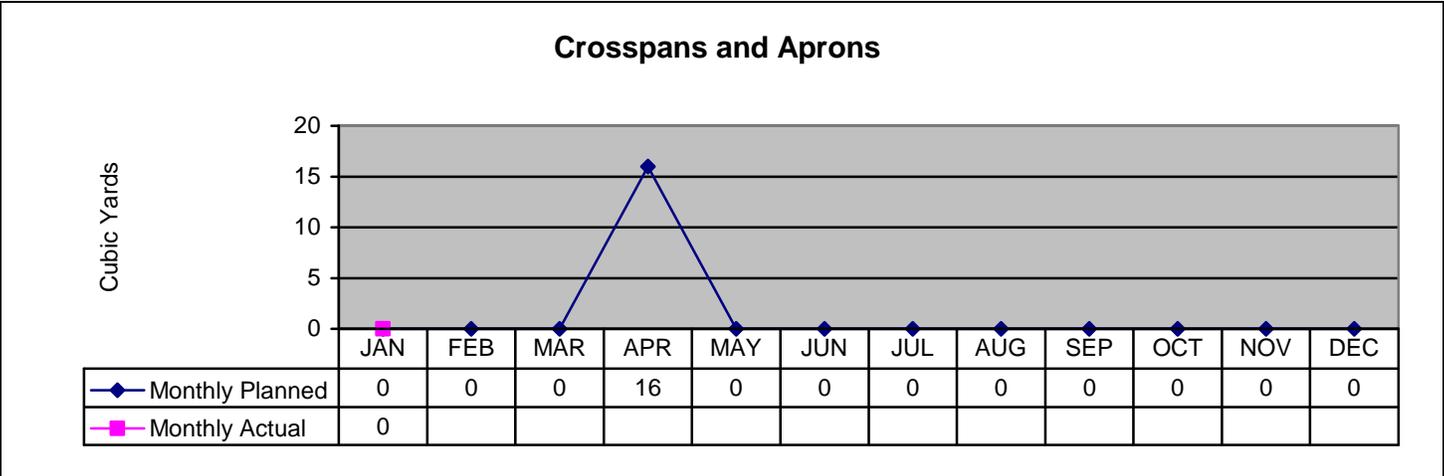
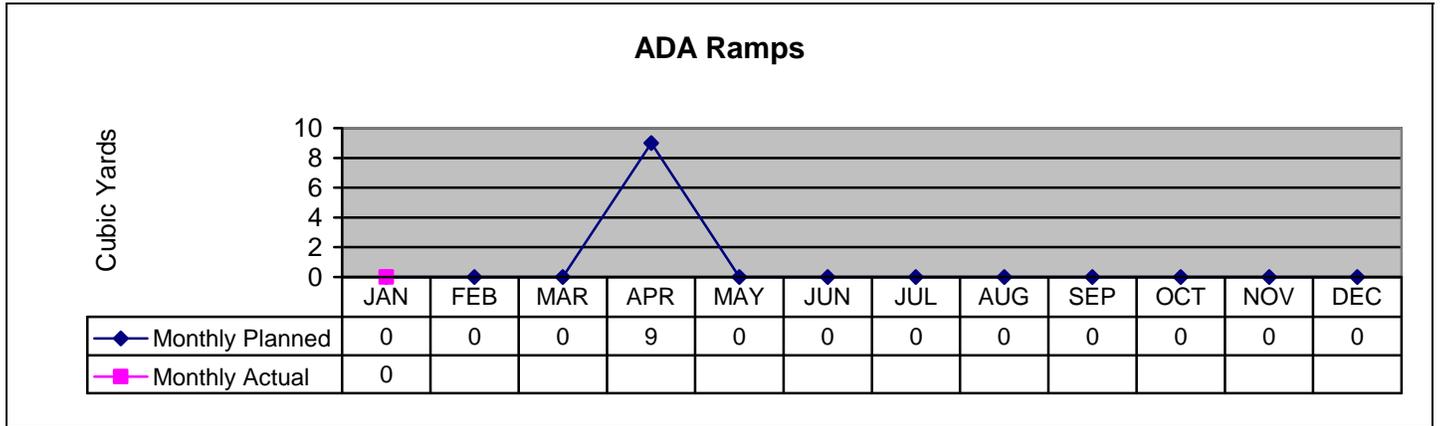
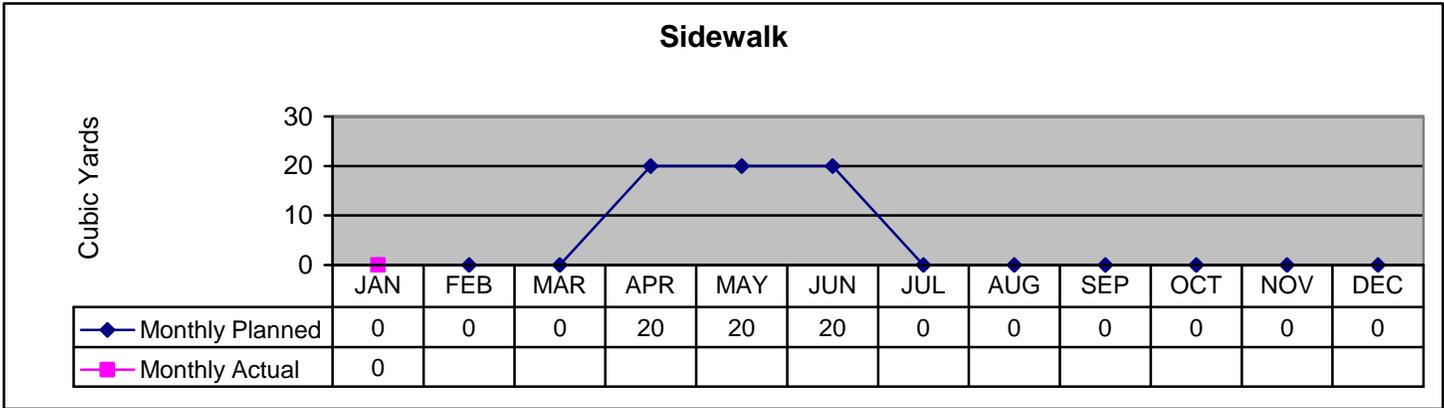
Major Patching



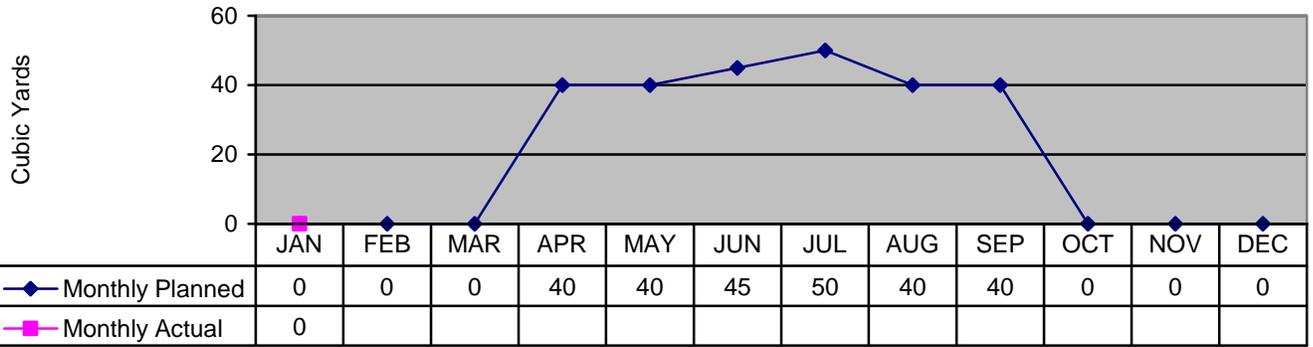
Crack Seal



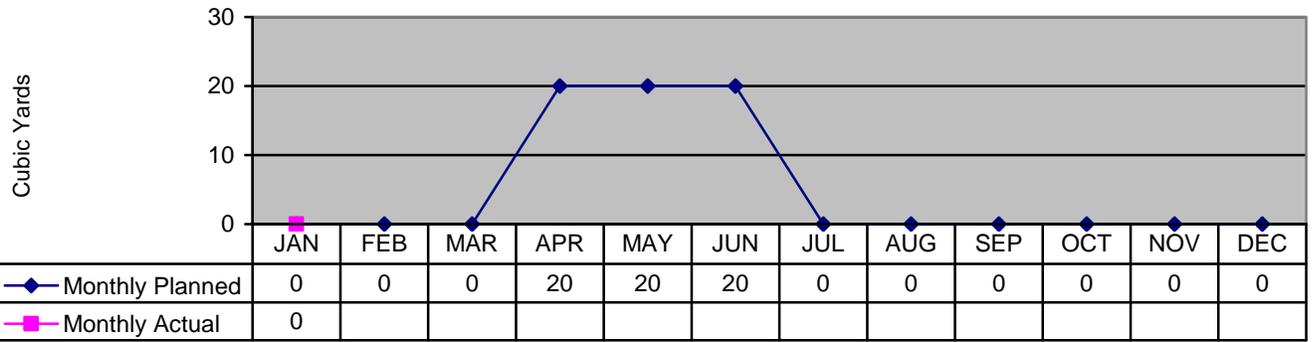
Concrete Replacement



Curb, Gutter and Sidewalk Combination

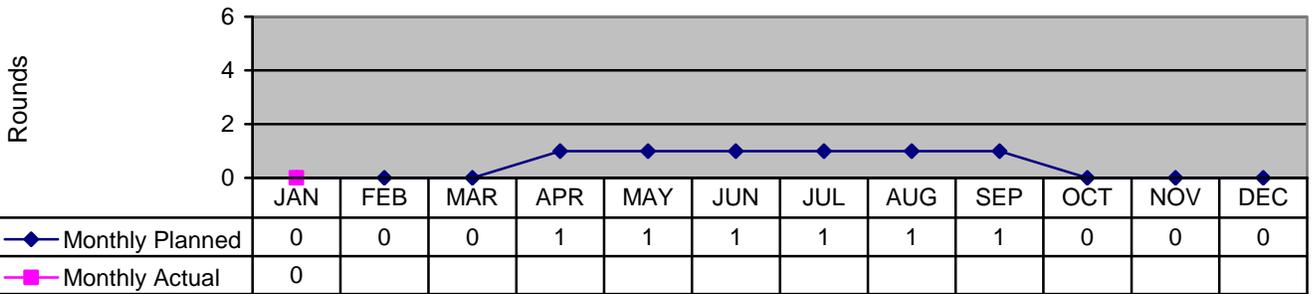


Curb and Gutter

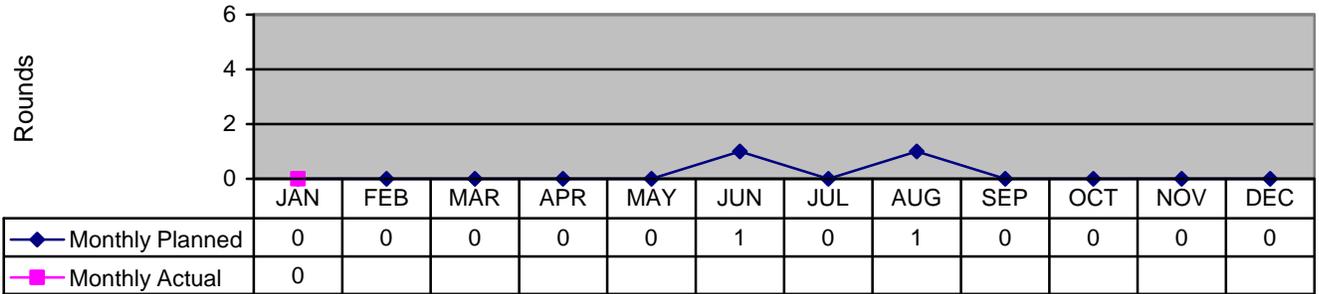


Mowing, Debris and Weed Control

Mowing and Debris Control

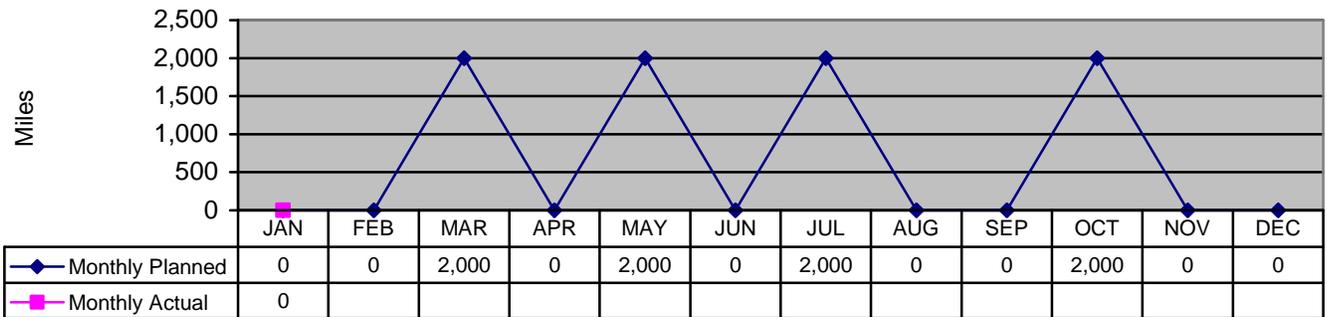


Weed Control - Spraying

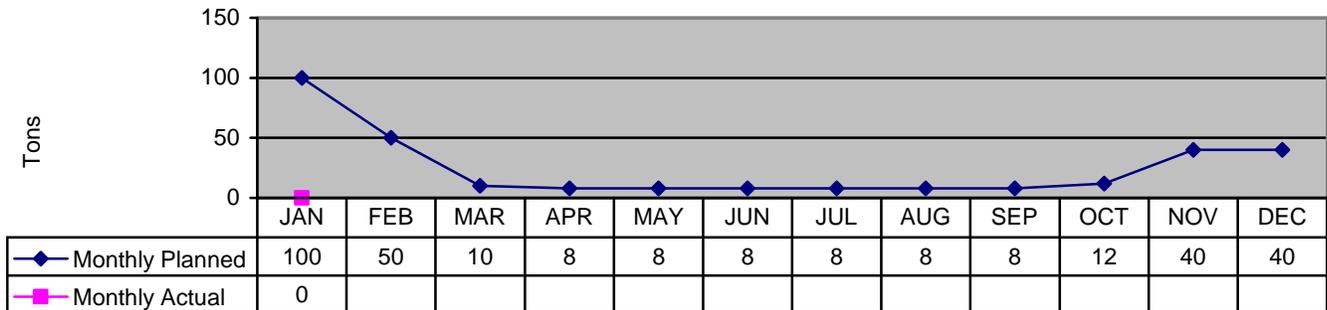


Street Sweeping and Gravel Maintenance

Street Sweeping

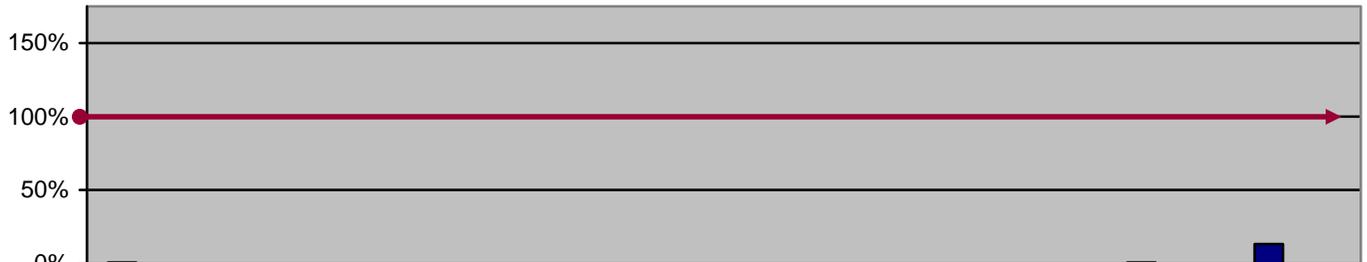


Gravel Maintenance



2012 Performance Measures

Percentage of Metric



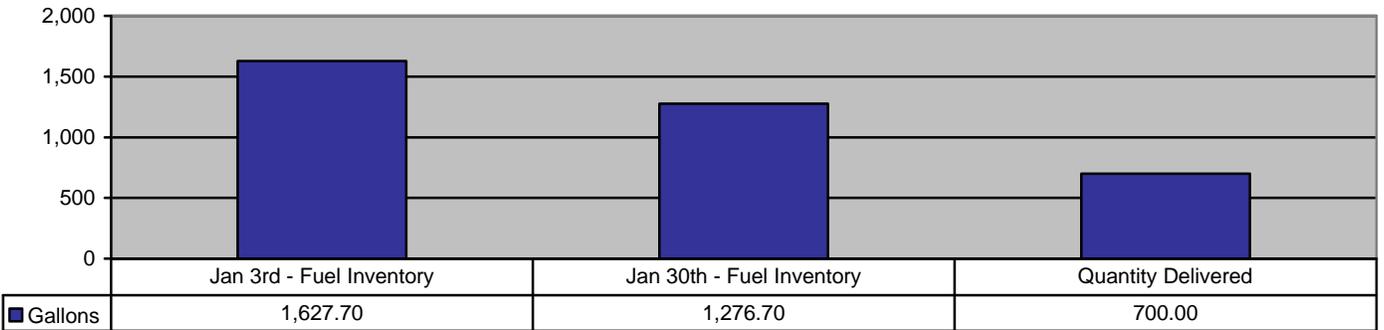
	Patching	Crack Seal	Gravel	Striping	Thermoplastic Paint	Acrylic Paint	Sweeping	Concrete	Traffic Counts	Snow Storm Full Call-Outs
■ Percentage	0.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.67%	13.33%
■ 2011 Metric	1,499 T	45,000 LB	300 T	1,255,637 LF	11,750 LF	10,000 LF	8,000 MI	400 CY	150 EA	60 EA
■ Year to Date	10.07 T	0 LB	0 T	0 LF	0 LF	0 LF	0 MI	0 CY	1 EA	8 EA

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

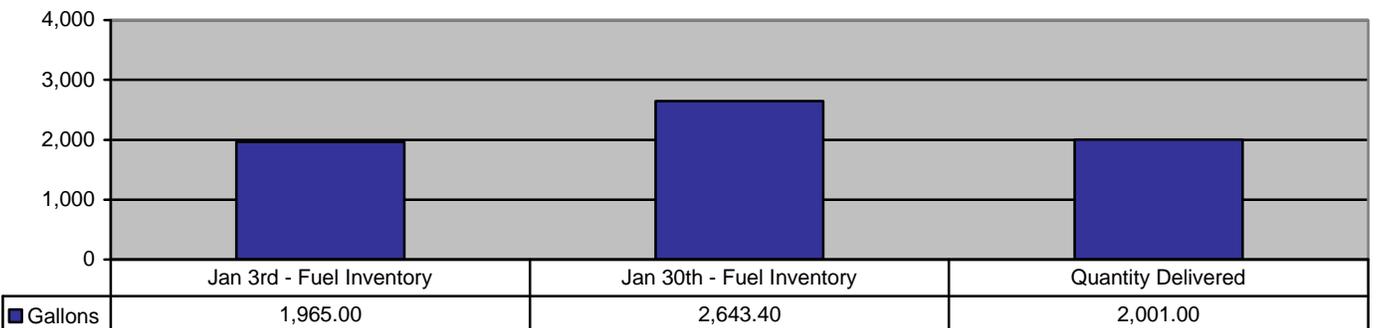
Fuel Inventory

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

Unleaded Fuel



Diesel Fuel



Snow Material Inventory

	Beginning Inventory	Delivered	Used	Ending Inventory
Liquid Material				
APEX (MgCl)	16,052.00	0.00	0.00	16,052.00
Brine	0.00	0.00	0.00	0.00
Total	16,052.00	0.00	0.00	16,052.00
Solid Material				
Deicer (Salt & Ice Slicer)	1,791.73	927.80	(586.52)	2,133.01
Anti Skid (Sand/Salt Mix)	309.00	0.00	0.00	309.00
Total	2,100.73	927.80	(586.52)	2,442.01

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.

	2012 Budget	Previous Balance	Invoice Amount Received	Remaining Balance
Animal Disposal				
Animal & Pest Control (Large Animals)	\$ 2,500.00	\$ 2,500.00	\$ -	\$ 2,500.00
Pet Cremation Services	\$ 1,000.00	\$ 1,000.00	\$ -	\$ 1,000.00
Asphalt/Coldmix Material	\$ 90,000.00	\$ 90,000.00	\$ -	\$ 90,000.00
Fuel	\$ 137,000.00	\$ 137,000.00	\$ (8,995.45)	\$ 128,004.55
Mosquito Control	\$ 36,183.00	\$ 36,183.00	\$ -	\$ 36,183.00
Signal (Pole) Maintenance	\$ 75,000.00	\$ 75,000.00	\$ -	\$ 75,000.00
Signal Additions/Repairs	\$ 174,590.00	\$ 174,590.00	\$ -	\$ 174,590.00
Snow Removal Materials	\$ 332,770.00	\$ 332,770.00	\$ (57,059.79)	\$ 275,710.21