



City of Centennial

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PUBLIC WORKS

OPERATIONS AND TRAFFIC ENGINEERING

PROGRESS REPORT

JULY 1 – JULY 31, 2009

REPORT SUMMARY

Activity

- ✚ **Call Center** – The total number of calls received by the call center for the month of July was 1,856
 - *Work Requests* – The total number of calls received for the month of July was 2,316
 - *Work Requests by District* and the top issues by the Reporting Parties
- ✚ **Compliance Summary**
 - Field and Traffic Services received a total of 353 work requests
 - 22 were Priority 1 - 100% Compliance
 - 43 were Priority 2 - 93% Compliance
 - 35 were Priority 3 - 97% Compliance
 - 253 were Priority 4 - N/A Compliance Standard
 - Call Center received a total of 1,856 calls and answered 1,756 within 2 minutes resulting in 95% compliance
- ✚ **Right-Of-Way Permits** – There were 62 permits issued compared to 31 in 2008.
- ✚ **Traffic Maintenance**
 - *Sign Installation* – There were a total of 5 installations and 7 replacement signs for the month of July
 - *Crosswalks/Stopbars* – 1,160 square feet of thermoplastic material was used to repair or replace school crosswalks
- ✚ **Pavement Maintenance**
 - *Pothole Patching* – 73.29 tons of asphalt was used for potholes, including areas that were milled and filled for a permanent patch
 - *Patch Back* – 9.3 tons of asphalt was used for patching along concrete that was replaced
 - *Major Patching* – 10.81 tons of asphalt was used for street repair patching
- ✚ **Concrete Replacement**
 - *Curb, Gutter and Sidewalk Combination* – 44.25 cubic yards of concrete was poured
 - *Curb and Gutter* – 7 cubic yards of concrete was poured
 - *Sidewalk* – 43.5 cubic yards of concrete was poured
- ✚ **A Look Ahead**



CALL CENTER ACTIVITY



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July - 2009	Week 1	Week 2	Week 3	Week 4	MTD
	July 1-10	July 11-17	July 18-24	July 25-31	Total
Total Calls Received by Call Center	613	499	411	333	1,856
Web Requests	22	17	12	16	67
*Total Abandoned Calls	48	10	10	29	97
Total Calls Handled by Call Center	565	487	400	304	1,756
Total Calls Rolled Over to Answering Service During Business Hours	0	2	1	23	26
Total Calls Rolled over to Answering Service After Hours	15	9	10	10	44

- *An incoming call is counted as abandoned when the caller hangs up before the call is answered by an agent or before the call is routed offsite

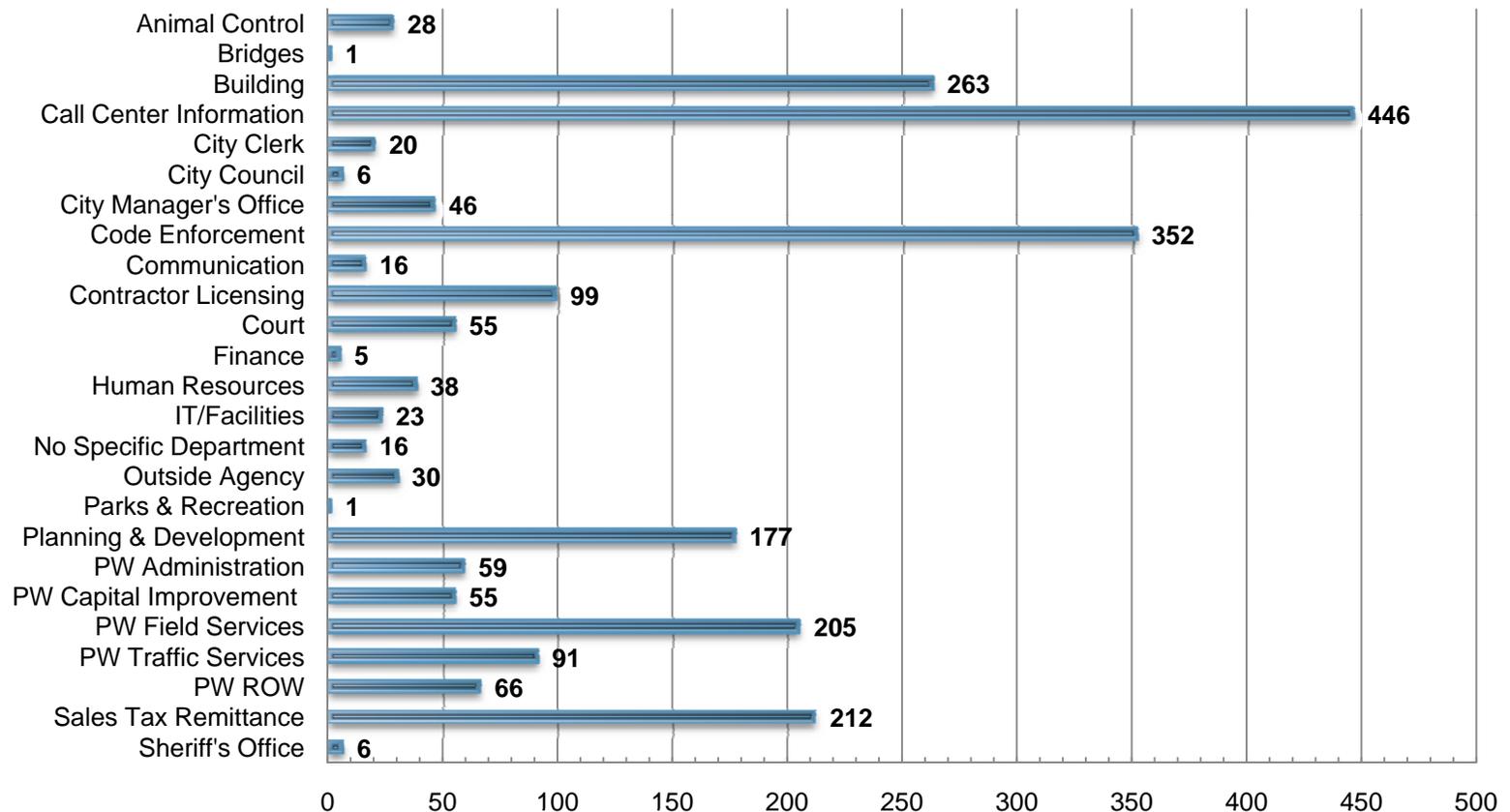
WORK REQUEST ACTIVITY



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- Work requests received for the dates of July 1st – July 31st were 2,316.

Work Request Breakdown

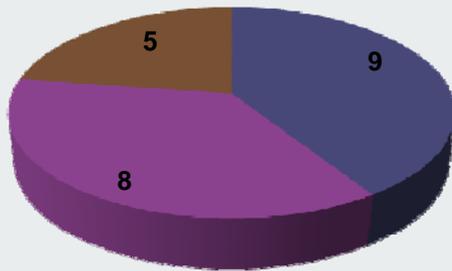


WORK REQUESTS BY DISTRICT AND TOP THREE ISSUES



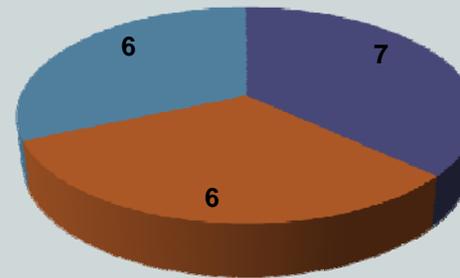
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District I - 54 Total



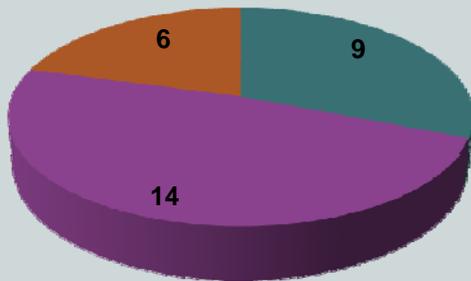
■ Miscellaneous ■ Sidewalk/ Curb/ Gutter- Damaged ■ Striping

District II – 72 Total



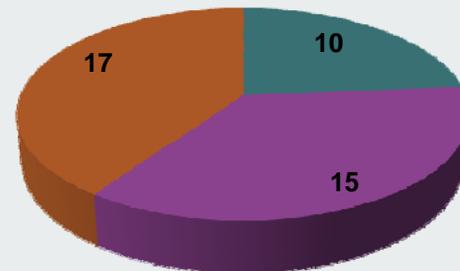
■ Miscellaneous ■ Street Maintenance ■ Traffic Signs

District III - 114 Total



■ Pothole ■ Sidewalk/ Curb/ Gutter- Damaged ■ Street Maintenance

District IV - 87 Total



■ Pothole ■ Sidewalk/ Curb/ Gutter- Damaged ■ Street Maintenance

COMPLIANCE WITH STANDARDS



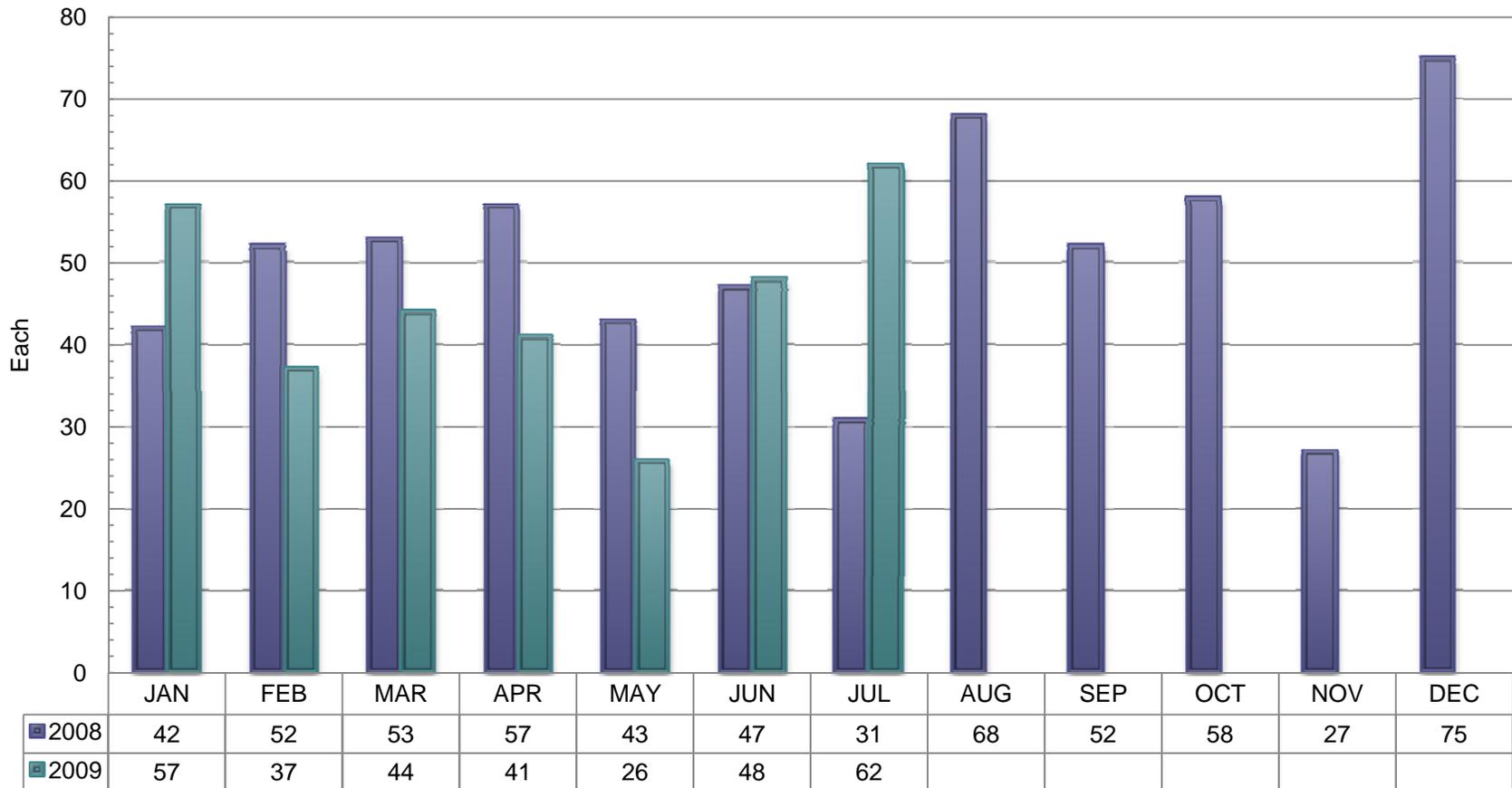
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Month To Date Compliance Summary					
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hrs.)	22	85%	22	100%	0.14
2 - Important (Completed within 3 Business Days)	43	85%	40	93%	1.44
3 - Standard (Completed within 10 Business Days)	35	85%	34	97%	3.03
4 - Preventative Maintenance (Scheduled Work)	253	N/A	N/A	N/A	N/A
Grand Total	353				
Call Center					
Calls Answered Within 2 Minutes	1,856	85%	1,756	95%	N/A

RIGHT-OF-WAY PERMIT ACTIVITY

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Annual Comparative - Right-Of-Way Permits

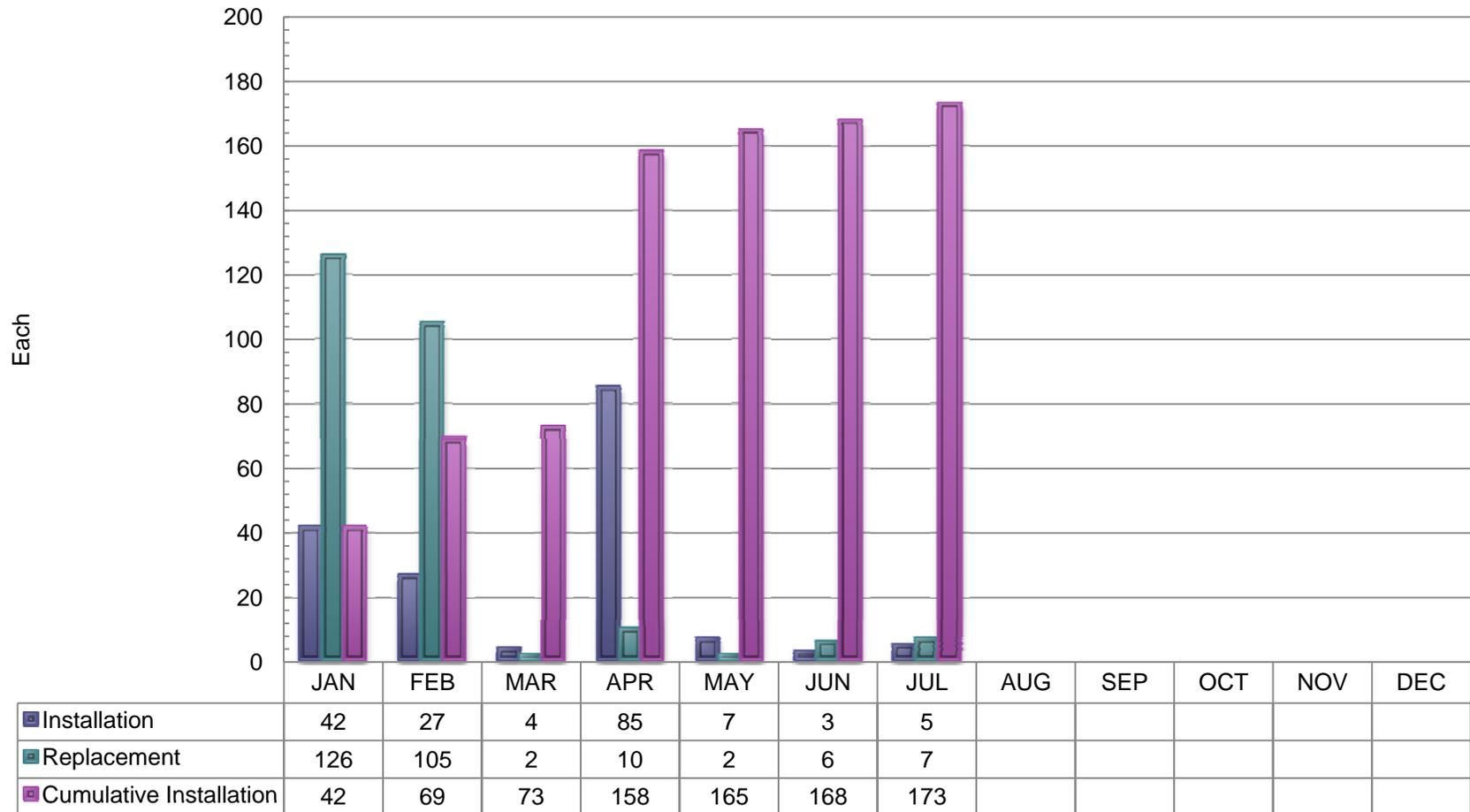


TRAFFIC MAINTENANCE



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Sign Installation and Activities

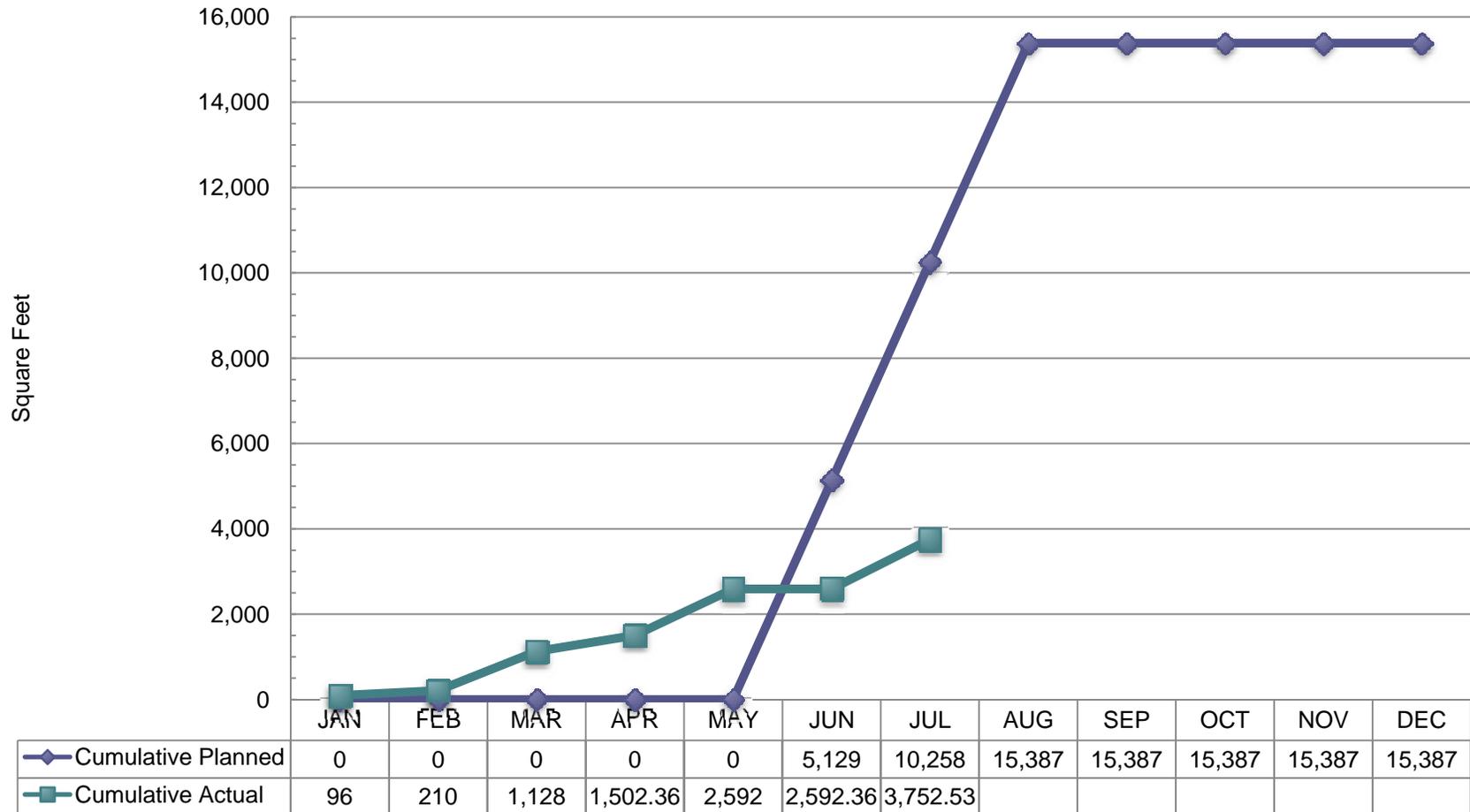


- *The Maintenance and Inspection quantities will be added once the Traffic Module of CarteGraph is implemented.

TRAFFIC MAINTENANCE

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Crosswalks/Stop Bars

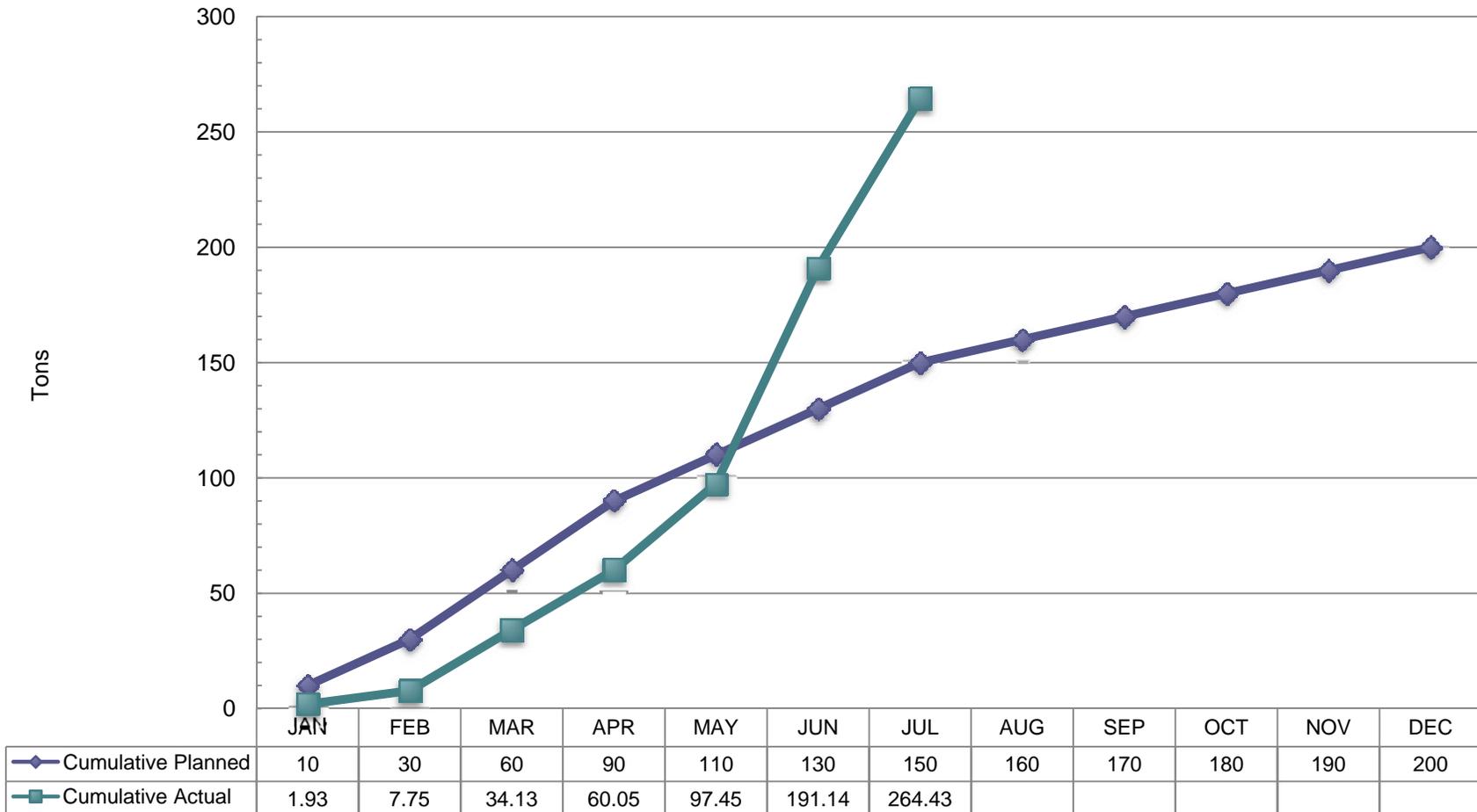


PAVEMENT MAINTENANCE



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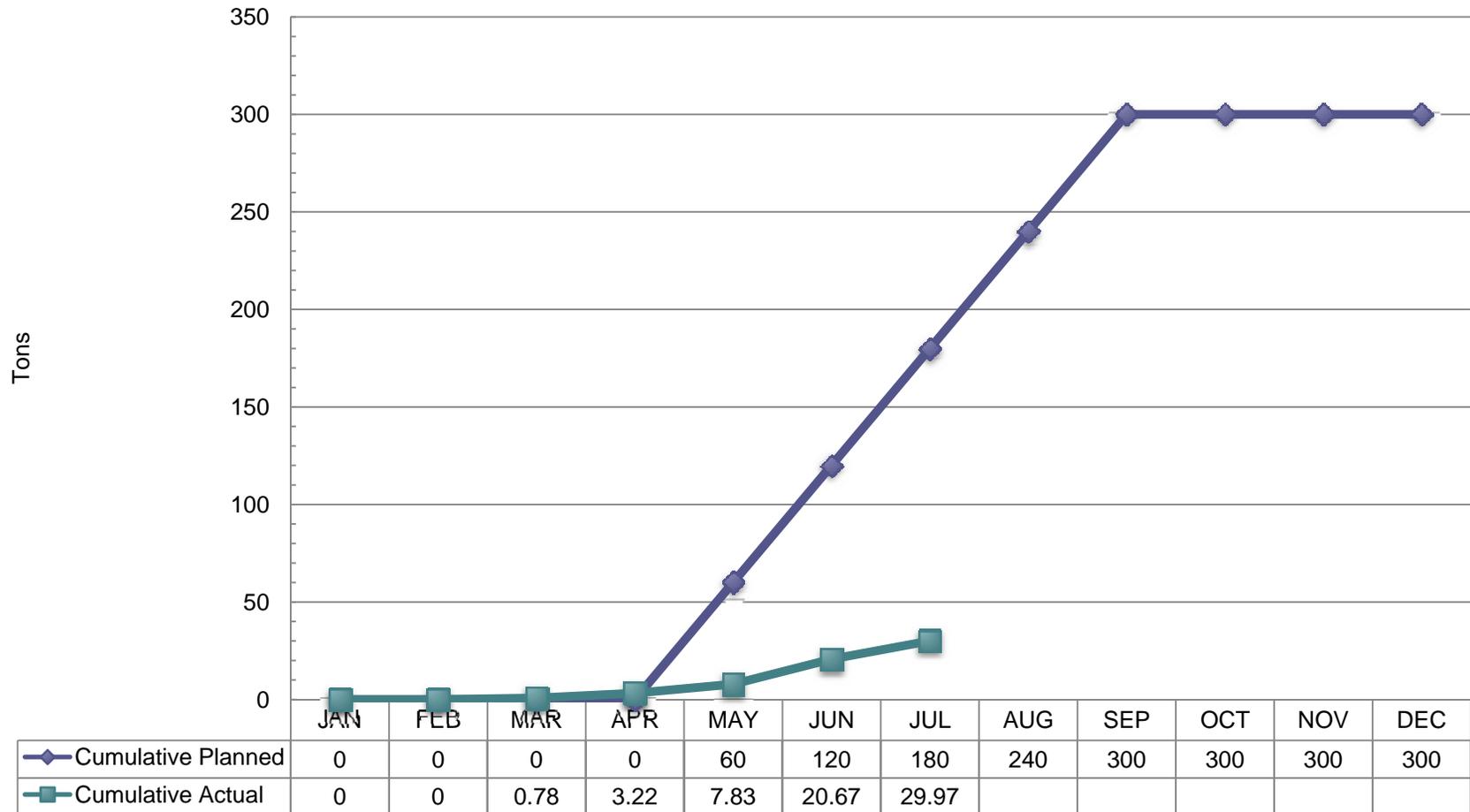
Pothole Patching



PAVEMENT MAINTENANCE

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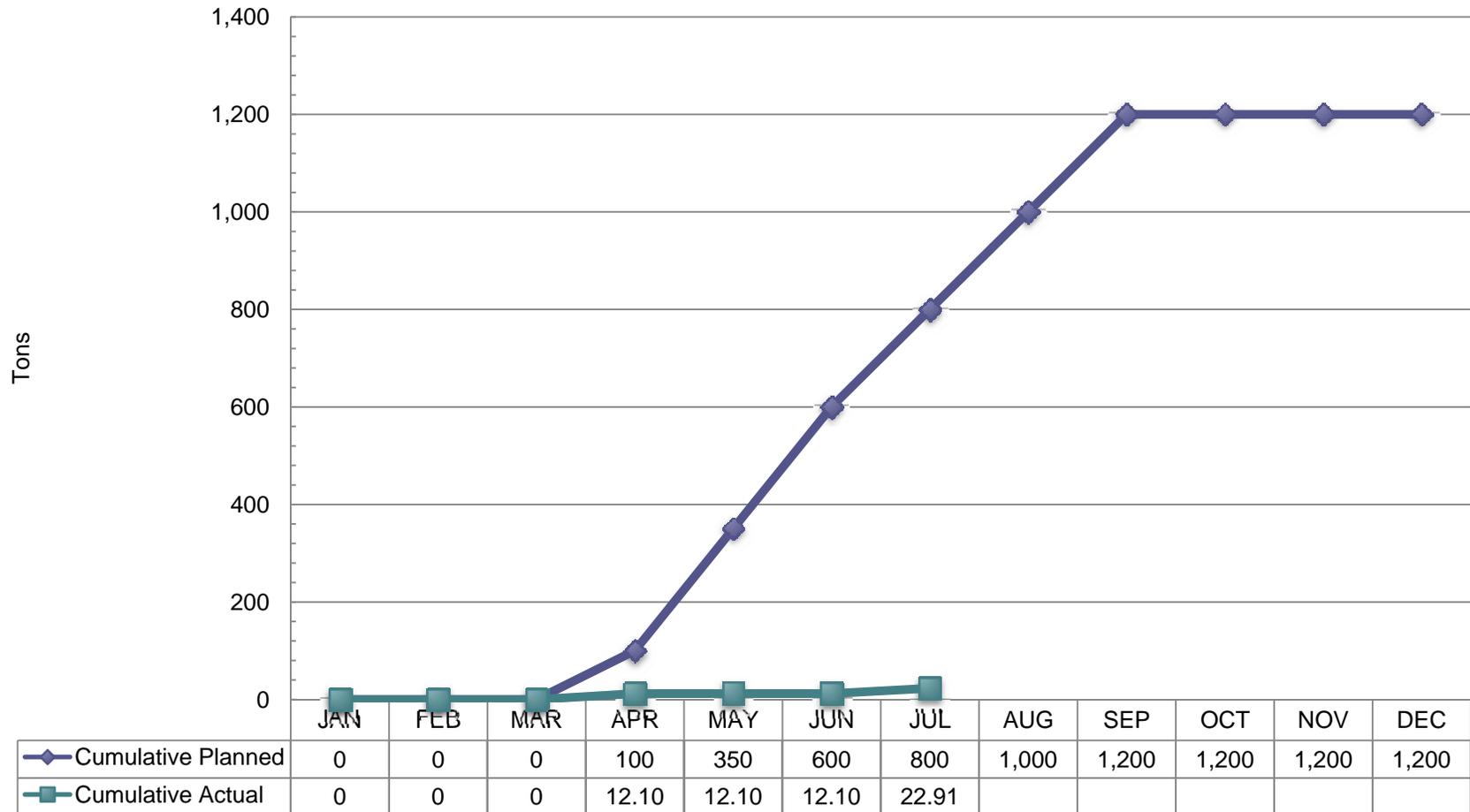
Patch Back



PAVEMENT MAINTENANCE

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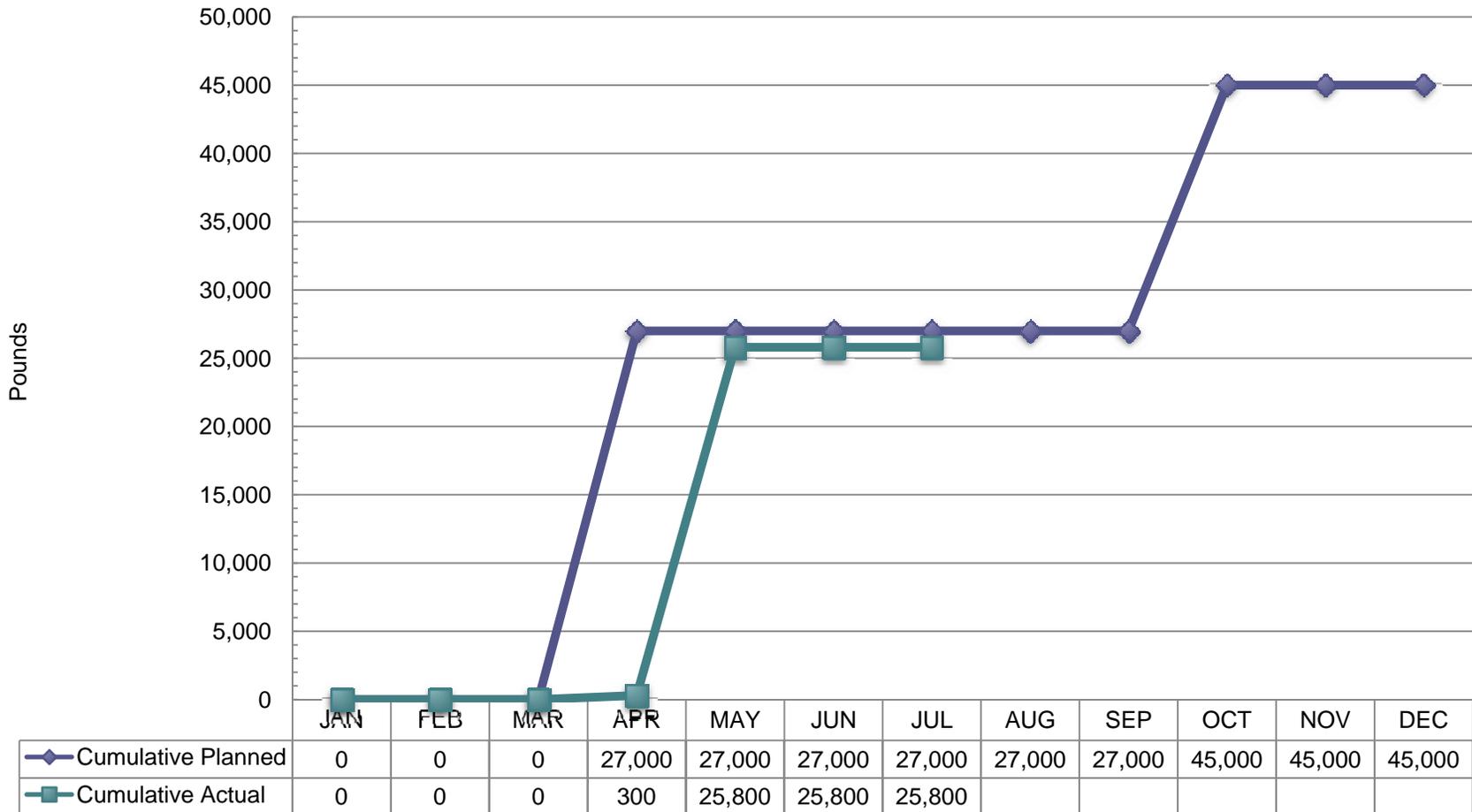
Major Patching



PAVEMENT MAINTENANCE

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Crack Seal

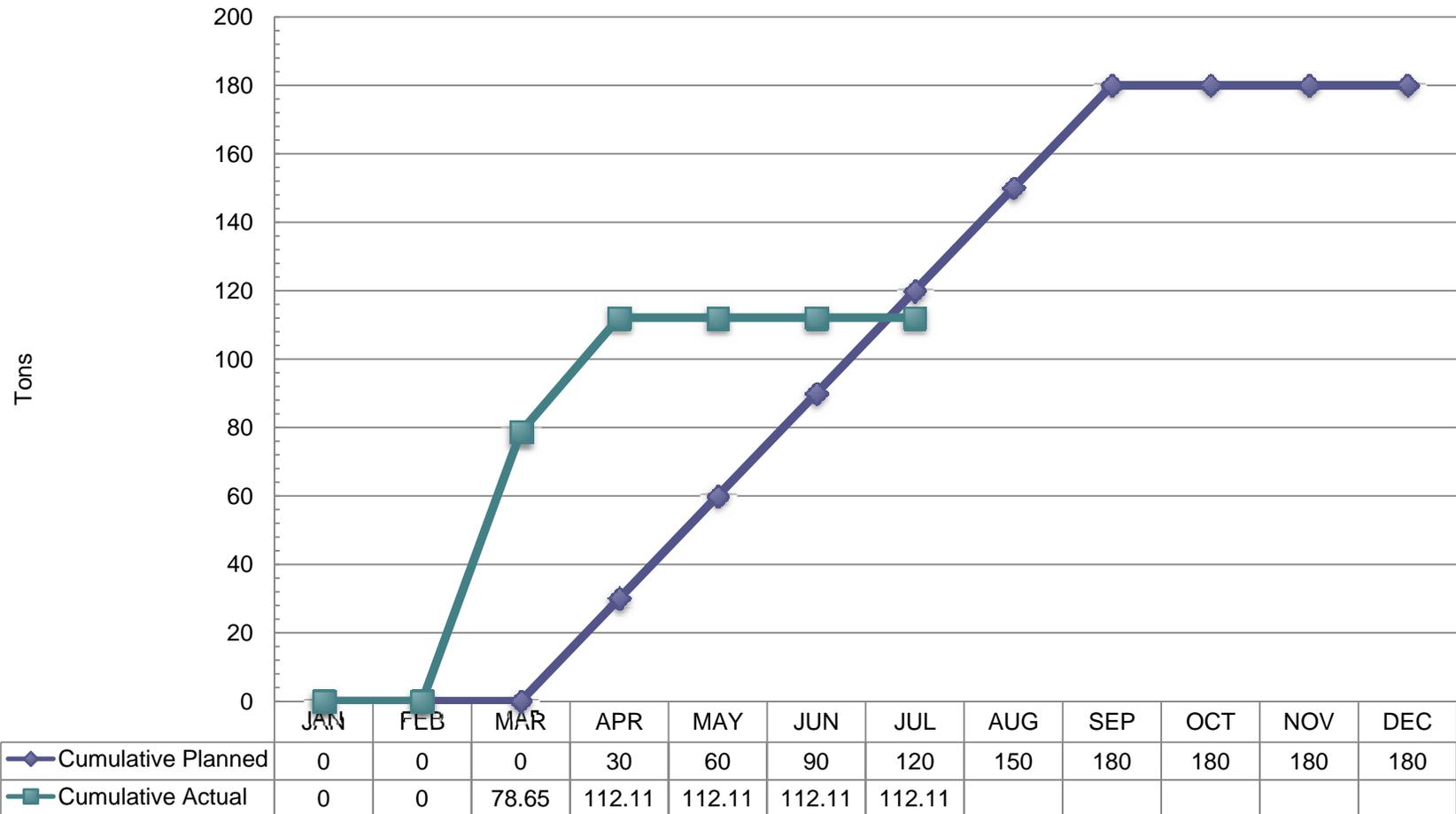


STREET MAINTENANCE



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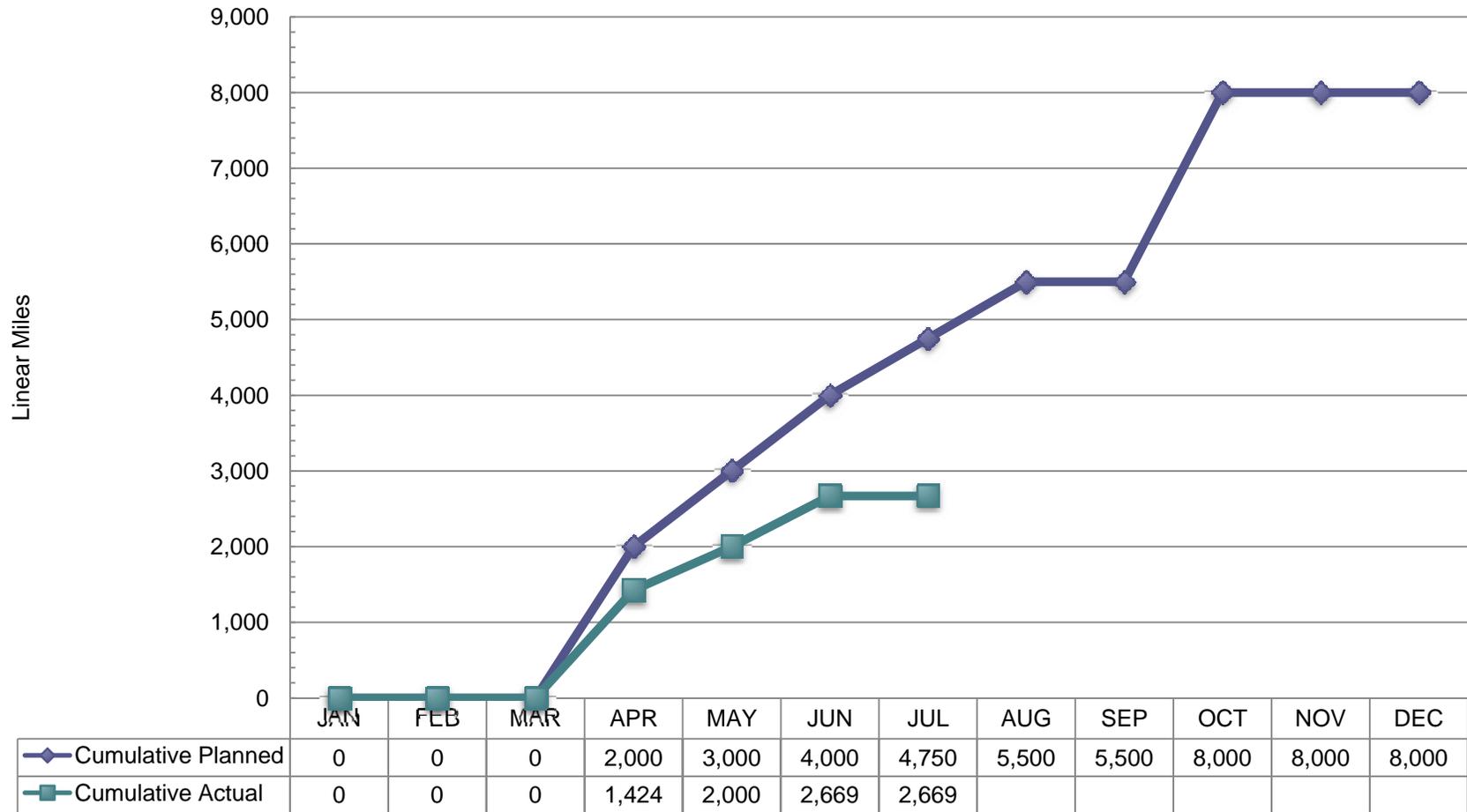
Gravel Maintenance



STREET MAINTENANCE

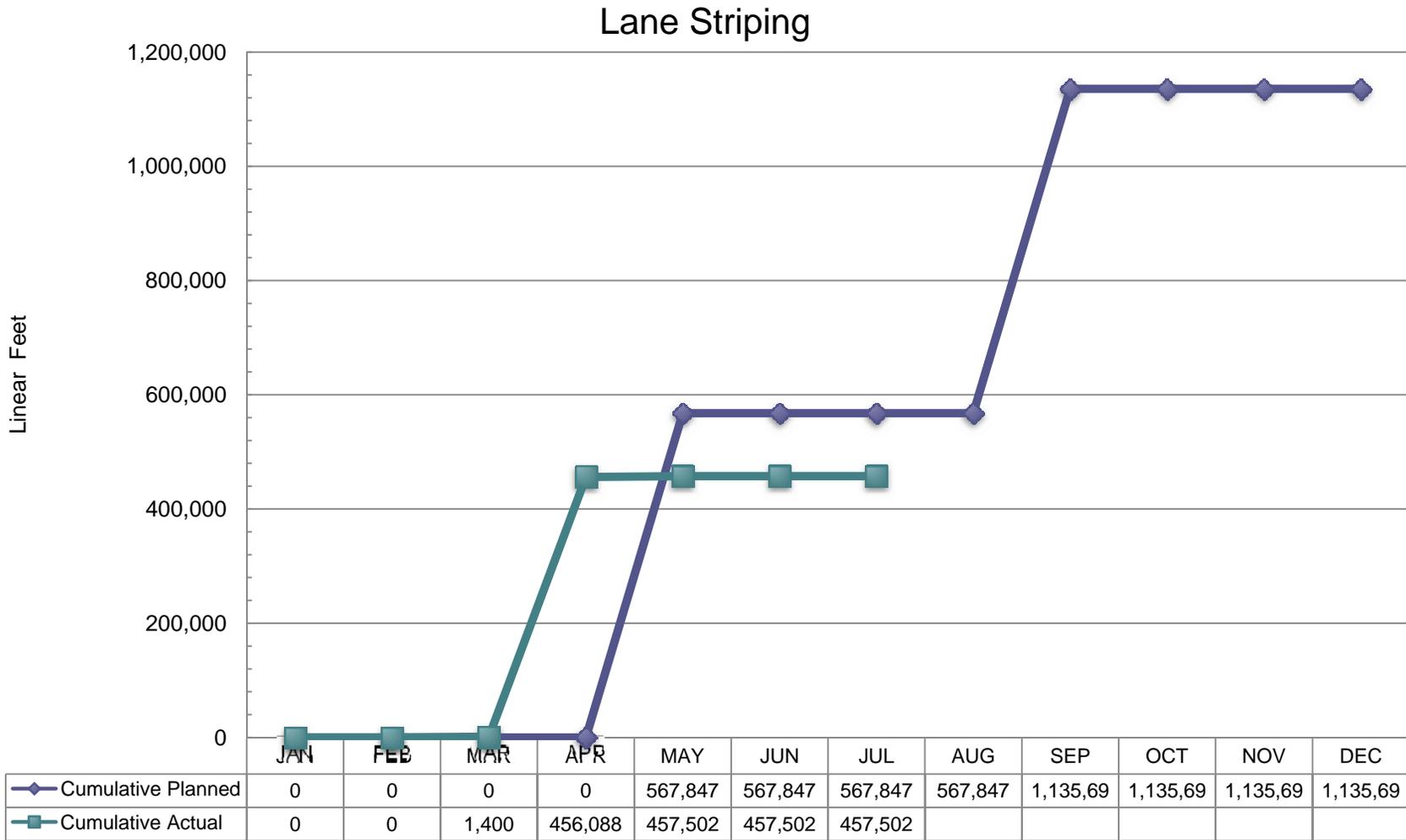
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Street Sweeping



STREET MAINTENANCE

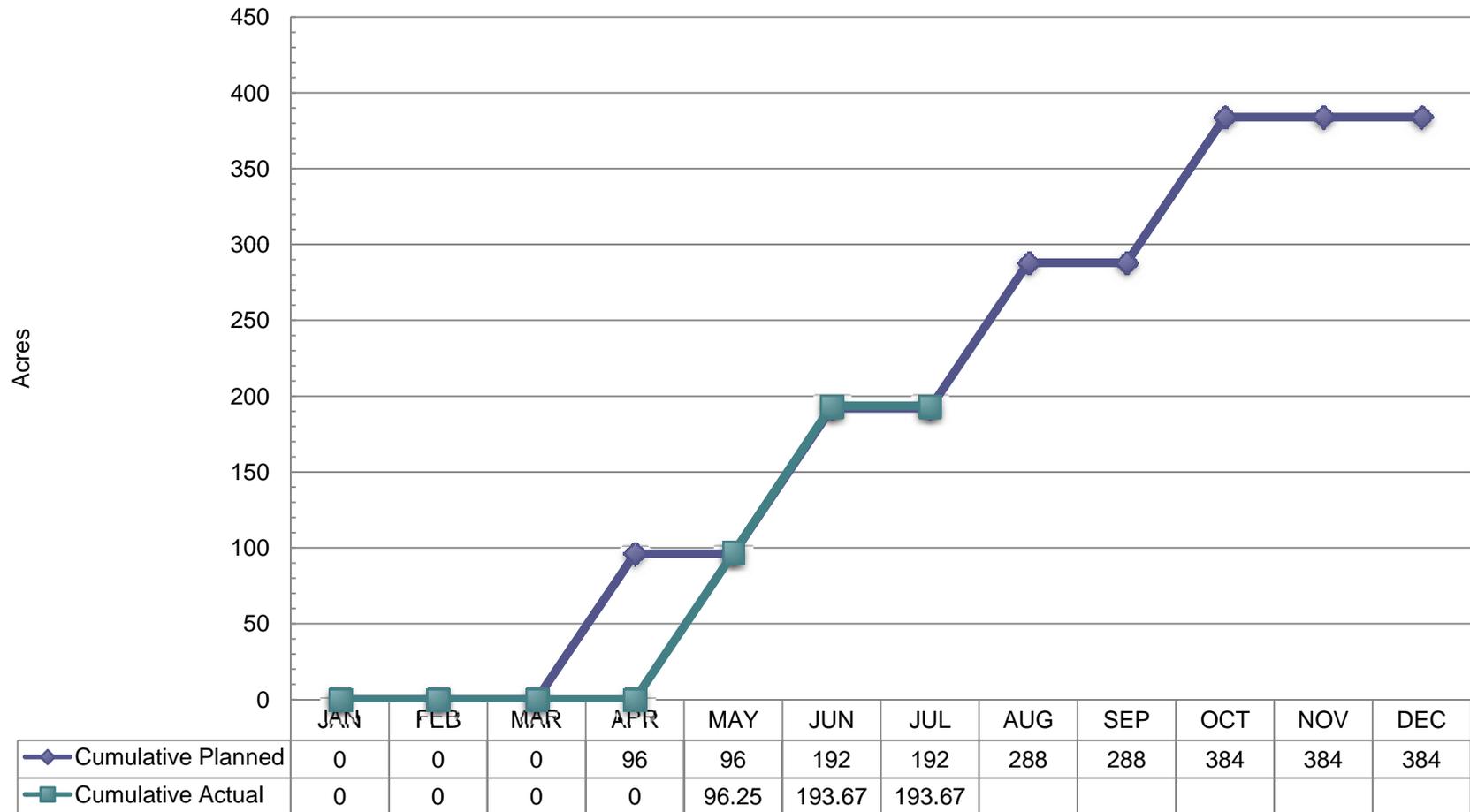
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RIGHT-OF-WAY MAINTENANCE

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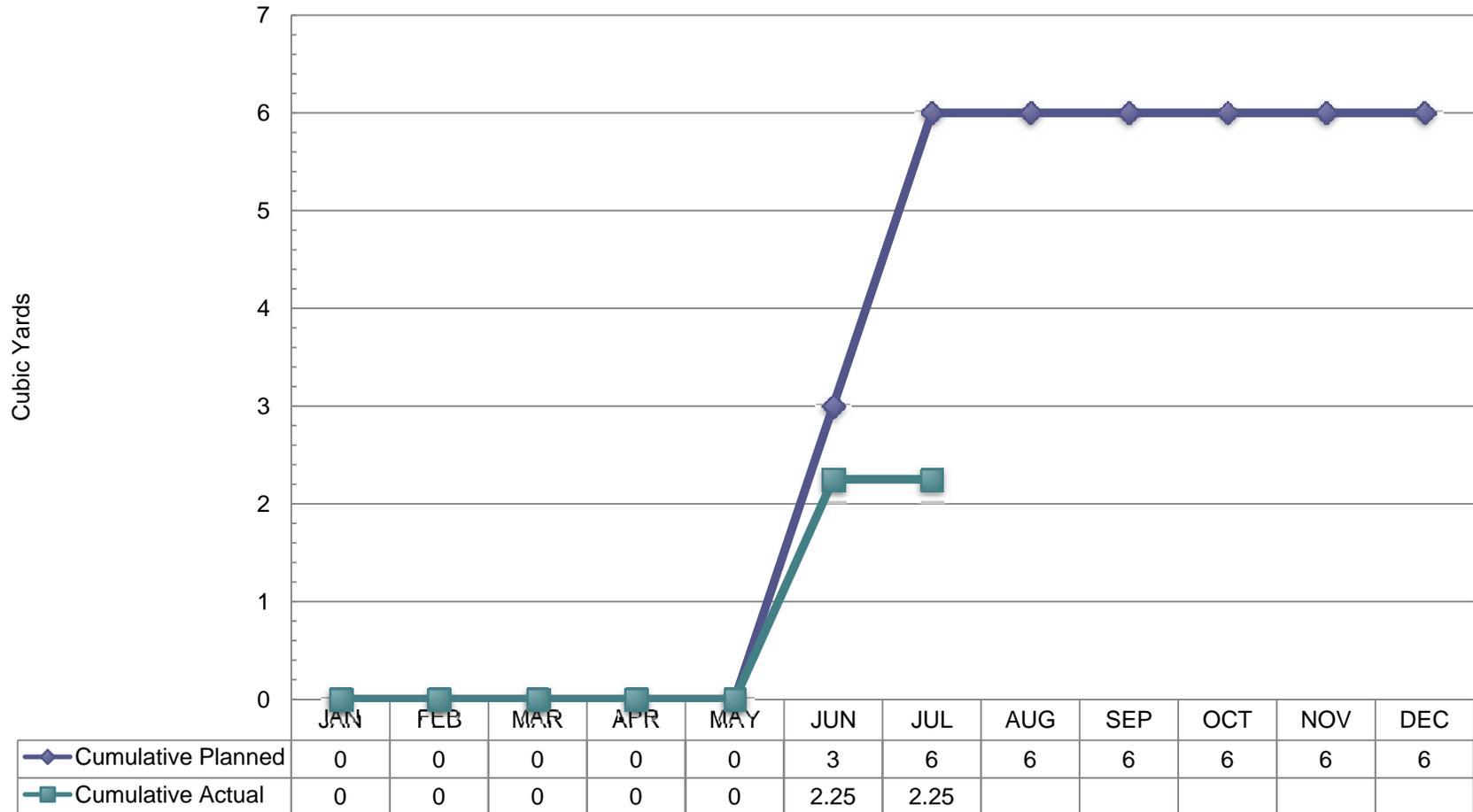
Weed and Debris Control



CONCRETE REPLACEMENT

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ADA Ramps

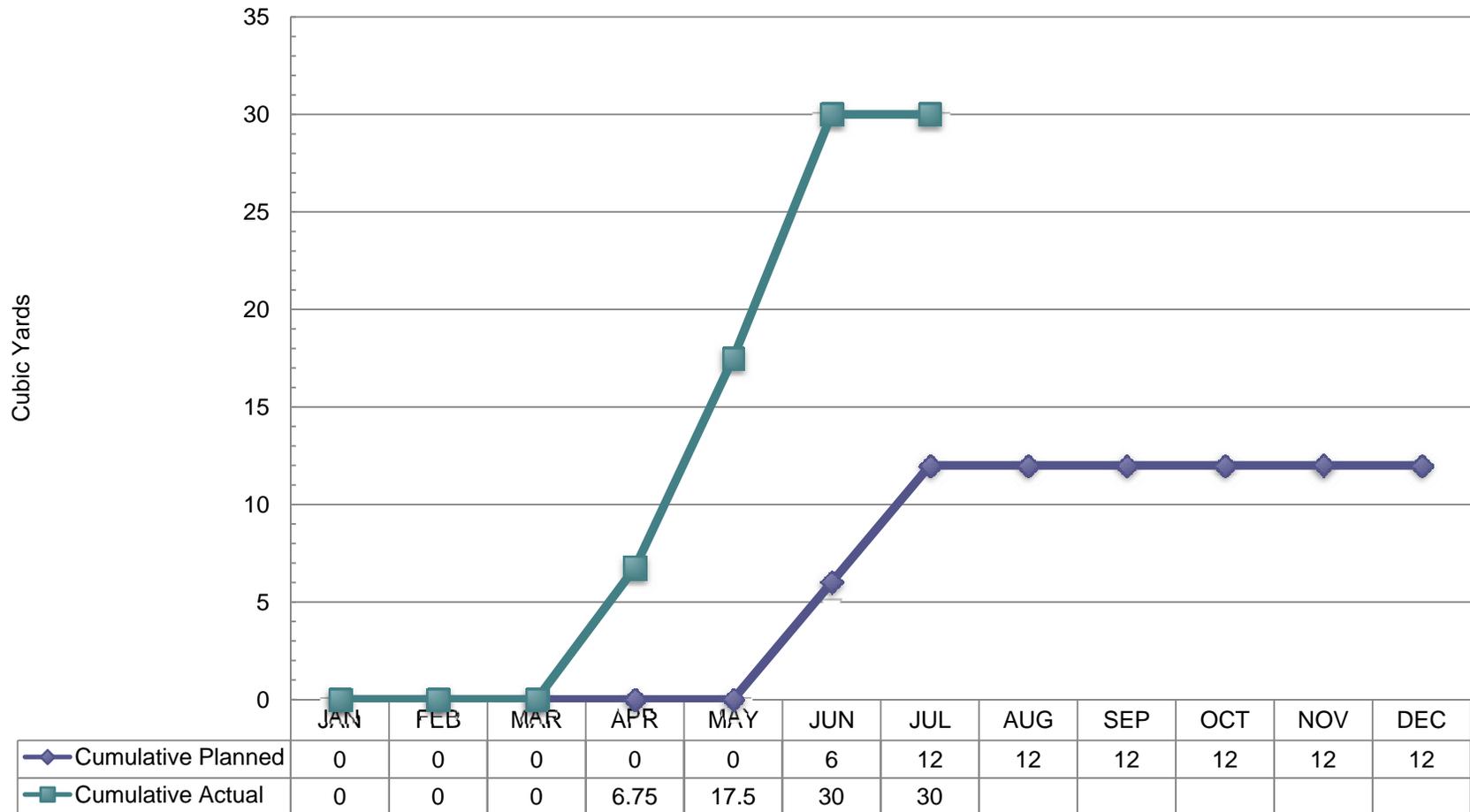


CONCRETE REPLACEMENT



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Crosspans and Aprons

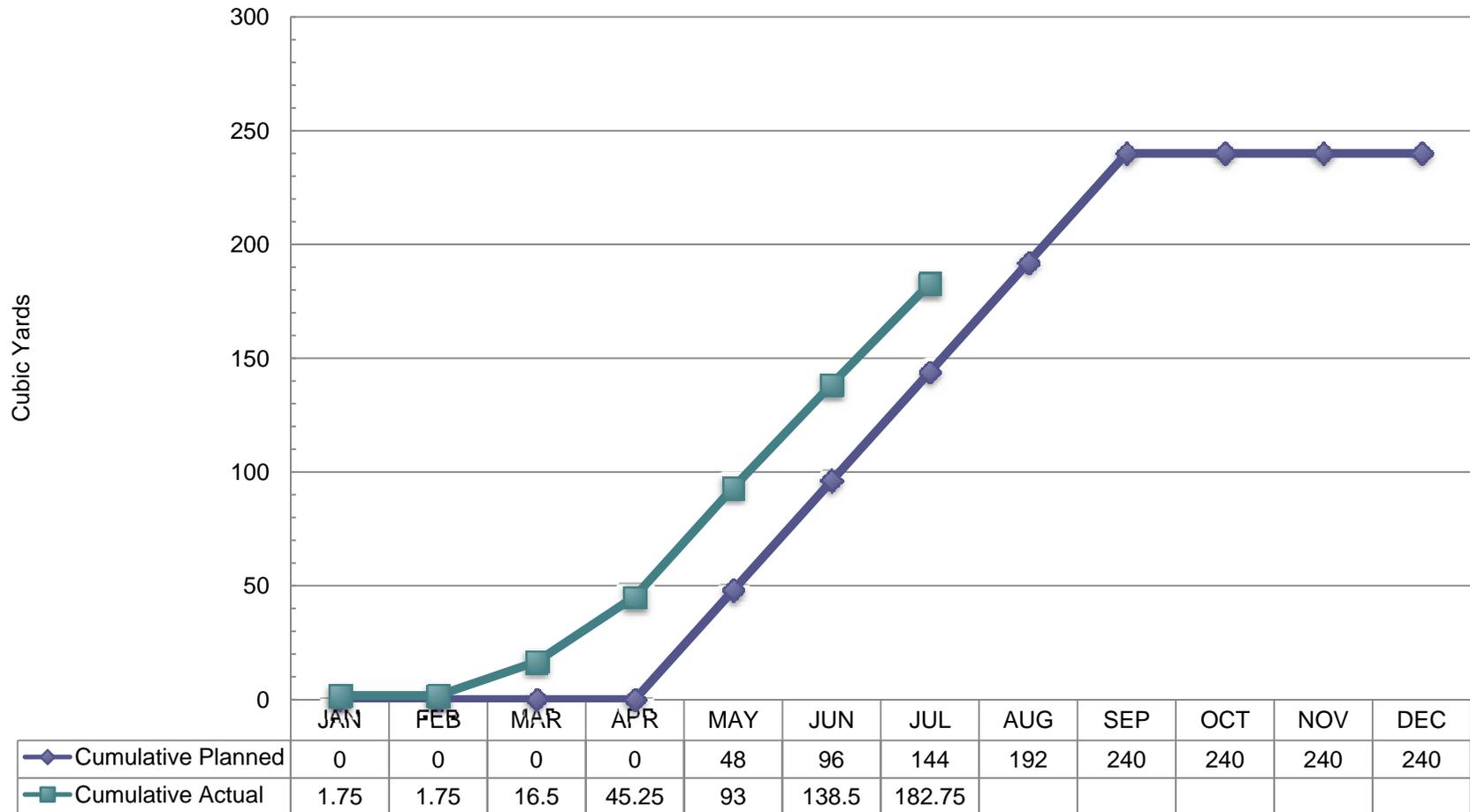


CONCRETE REPLACEMENT



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Curb, Gutter and Sidewalk Combination

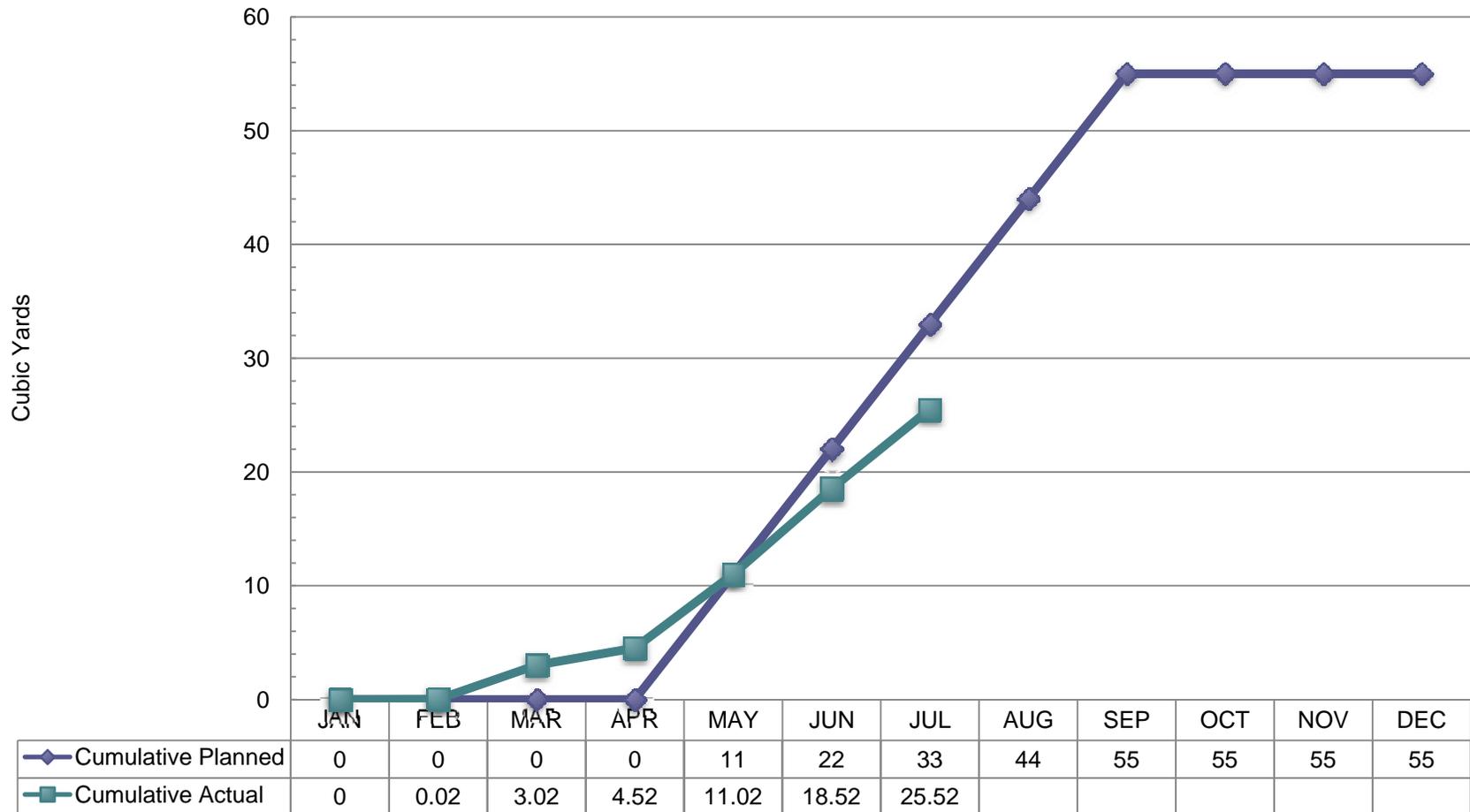


CONCRETE REPLACEMENT



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Curb and Gutter

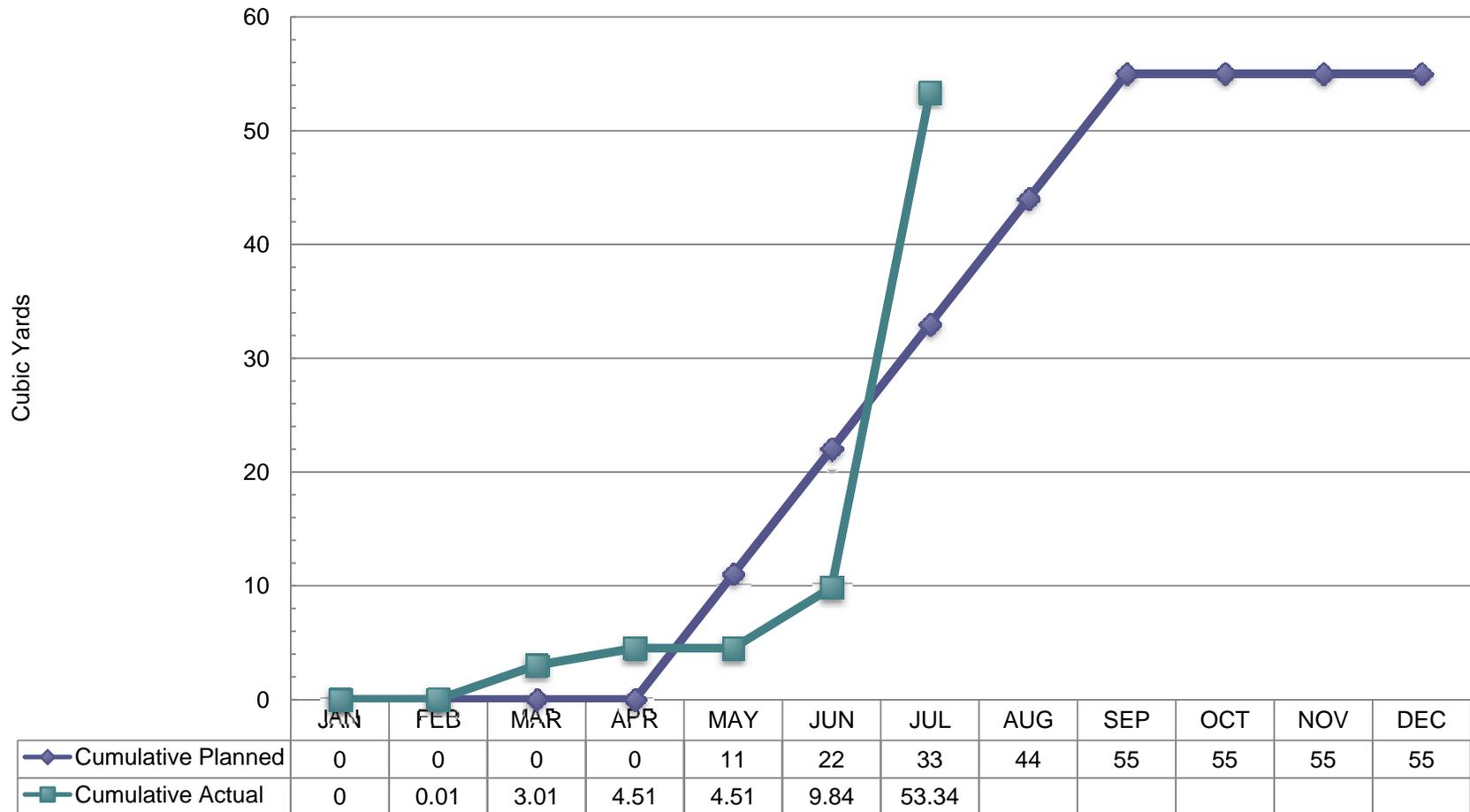


CONCRETE REPLACEMENT



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Sidewalk

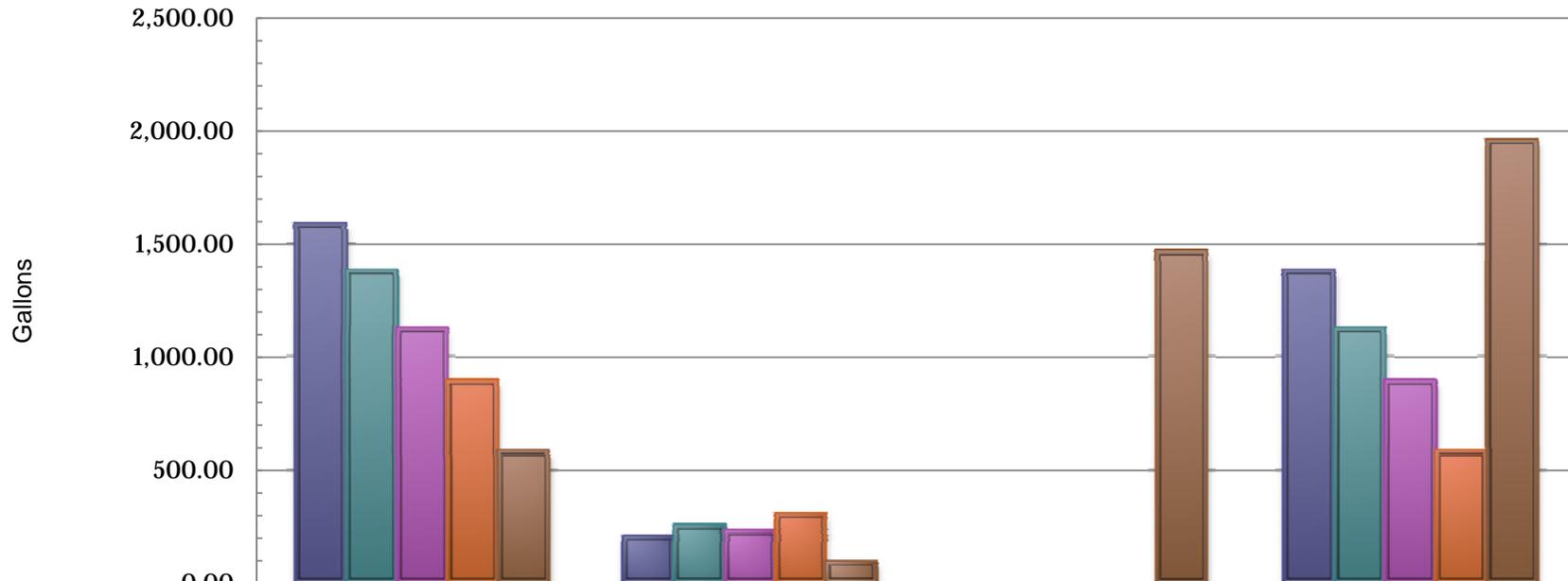


MATERIAL INVENTORY



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Unleaded Fuel



	Beginning Inventory	Quantity Used	Quantity Delivered	Ending Inventory
Jul 1st - Jul 7th	1,586.90	206.90	0.00	1,380.00
Jul 8th - Jul 14th	1,380.00	256.20	0.00	1,123.80
Jul 15th - Jul 21st	1,123.80	232.80	0.00	891.00
Jul 22nd - Jul 28th	891.00	308.80	0.00	582.20
Jul 29th - Jul 31st	582.20	93.80	1,469.00	1,957.40

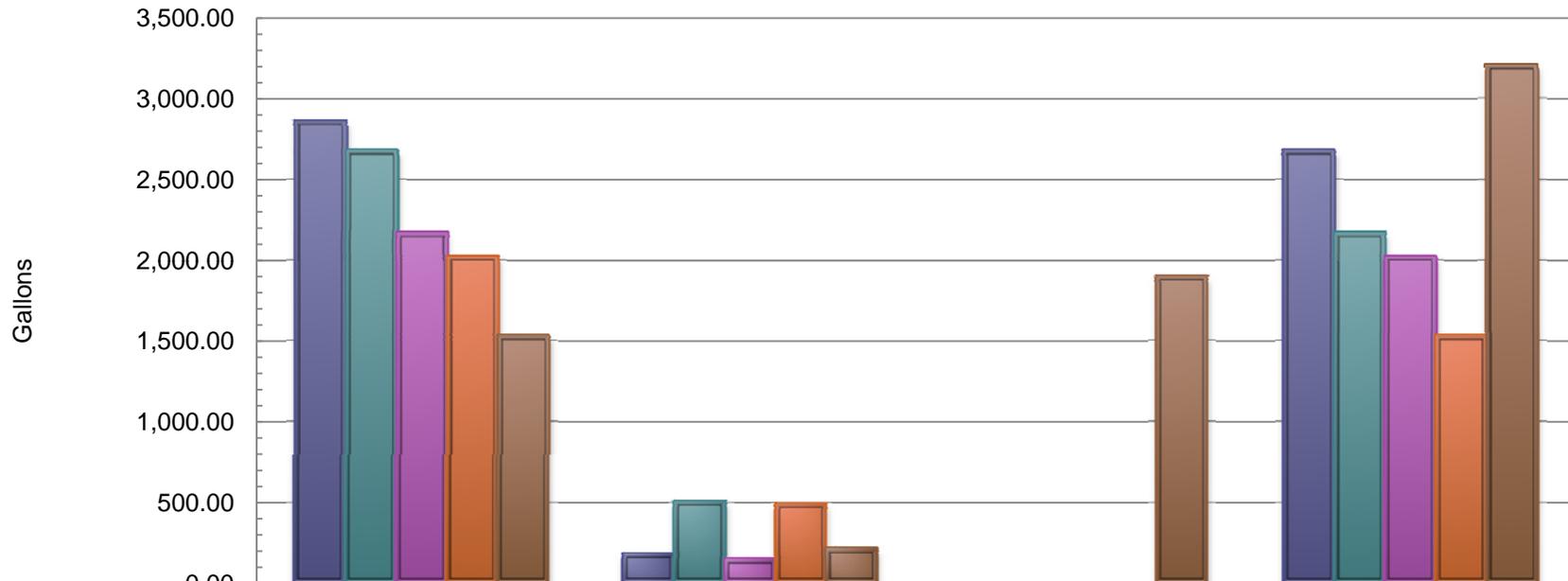
- Fuel volume will change approximately .5% for every 10 degrees F change in fuel temperature.
- Information reflects the fuel reporting dates from Wednesday to Tuesday of each week.

MATERIAL INVENTORY



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Diesel Fuel



	Beginning Inventory	Quantity Used	Quantity Delivered	Ending Inventory
Jul 1st - Jul 7th	2,859.40	182.70	0.00	2,676.70
Jul 8th - Jul 14th	2,676.70	506.80	0.00	2,169.90
Jul 15th - Jul 21st	2,169.90	149.80	0.00	2,020.10
Jul 22nd - Jul 28th	2,020.10	491.30	0.00	1,528.80
Jul 29th - Jul 31st	1,528.80	214.10	1,891.00	3,205.70

- Fuel volume will change approximately .5% for every 10 degrees F change in fuel temperature.
- Information reflects the fuel reporting dates from Wednesday to Tuesday of each week.

A LOOK AHEAD



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- Asphalt milling and patching will continue through the month of August
- Concrete replacement is an ongoing activity for our crews
- Thermoplastic crosswalks will be replaced or repaired in school zones
- City wide sweeping will continue
- If needed, another round of mowing will begin towards the end of the month of August
- Coordinate implementation of 2008 NTMP Fox Ridge-Mineral traffic mitigation plan
- Initiate Signal Pole Nondestructive Inspection through LONCO, Inc.
- Continue verification of Arapahoe County sign data and sign inventory/ID
- Load accident data into accident analysis software and begin building intersection reports
- Continue work on the Arapahoe Road, Waco to Himalaya, signal retiming project
- Complete speed limit reviews for Holly Street and Quebec Street

