



City of Centennial

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PUBLIC WORKS

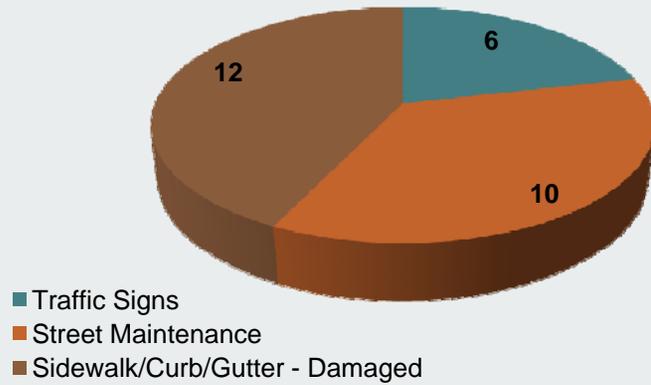
OPERATIONS AND TRAFFIC ENGINEERING

PROGRESS REPORT

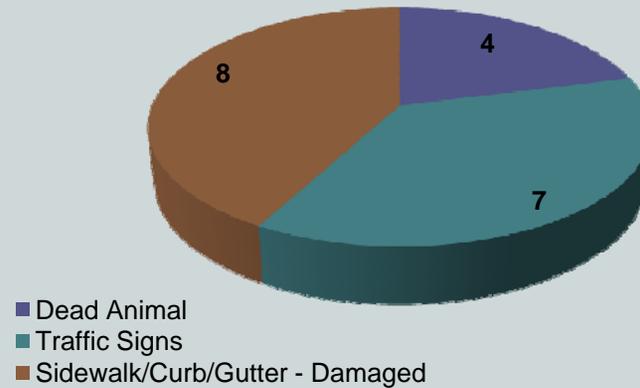
JUNE 1 – JUNE 30, 2009

WORK REQUESTS BY DISTRICT AND TOP THREE ISSUES

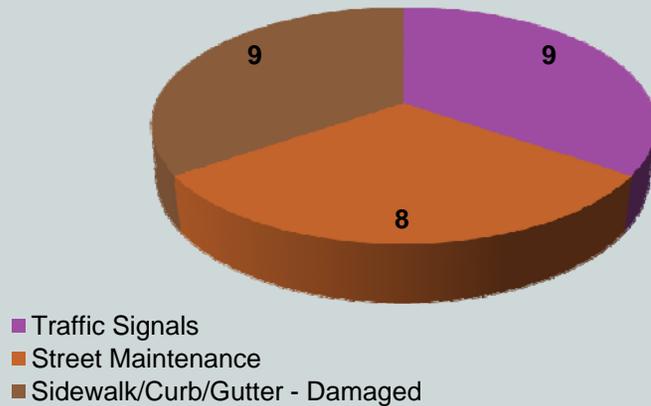
District I - 60 Total Calls



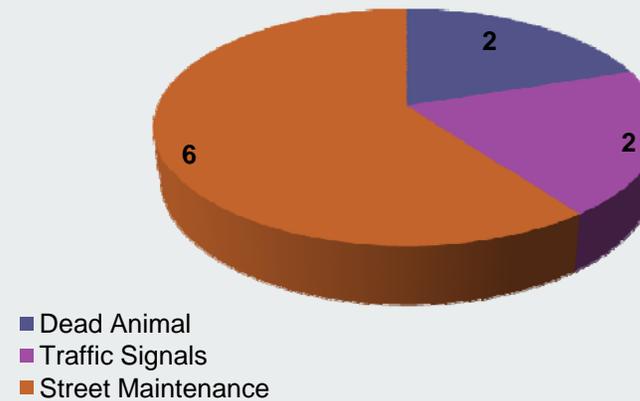
District II - 51 Total Calls



District III - 64 Total Calls



District IV - 19 Total Calls



CALL CENTER ACTIVITY

June - 2009	Week 1	Week 2	Week 3	Week 4	MTD
	June 1 - 5	June 6 -12	June 13-19	June 20-30	Total
Total Calls Received by Call Center	305	342	349	638	1,634
Web Requests	0	0	6	28	34
*Total Abandoned Calls	25	2	7	17	51
Total Calls Handled by Call Center	280	338	341	620	1,579
Total Calls Rolled Over to Answering Service During Business Hours	5	1	1	0	7
Total Calls Rolled over to Answering Service After Hours	2	10	9	10	31

- *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
- Web Request tracking began the week of June 13, 2009

COMPLIANCE WITH STANDARDS

Month To Date Compliance Summary

Field and Traffic Services

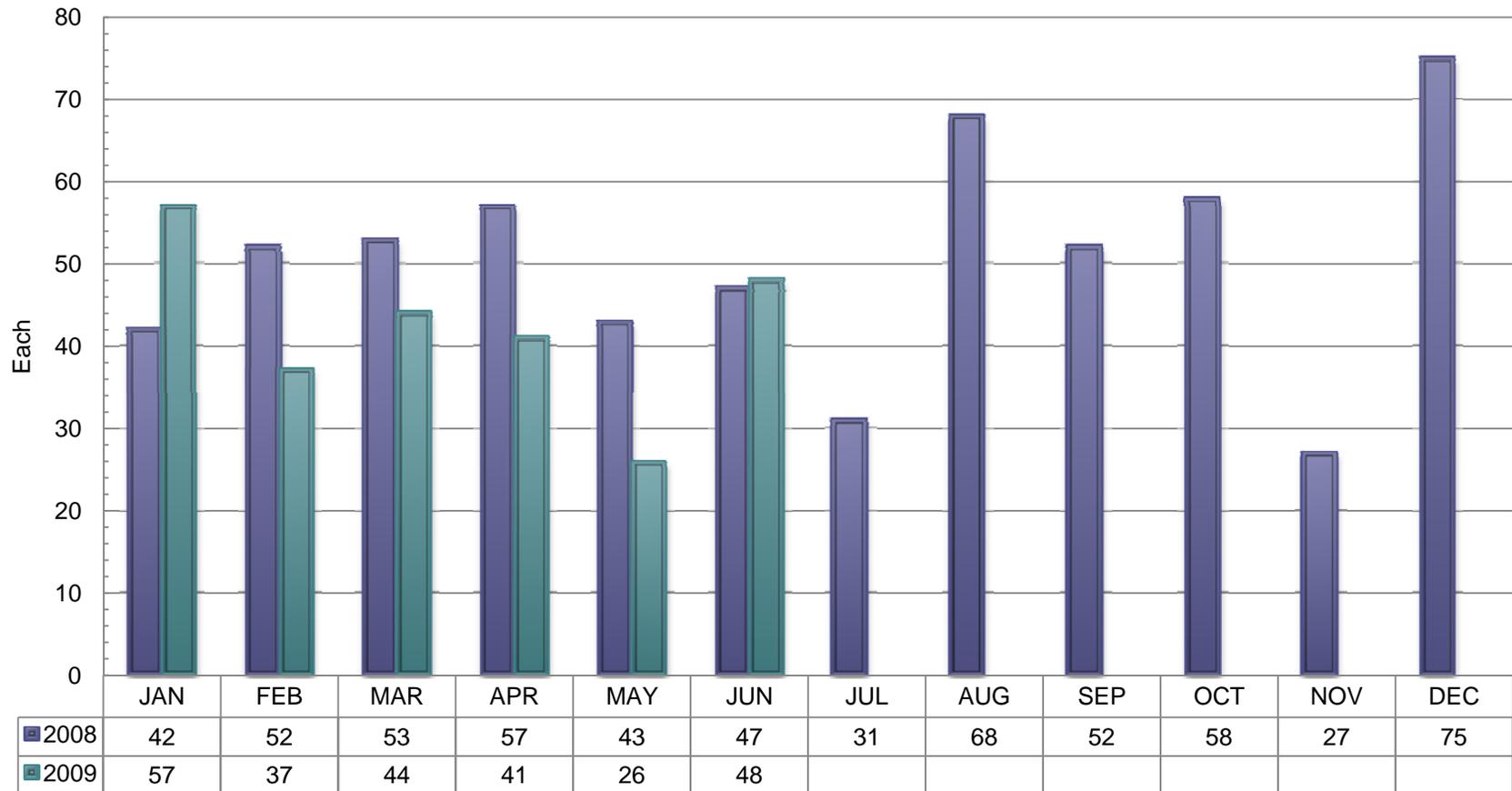
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hrs.)	22	85%	22	100%	0
2 - Important (Completed within 3 Business Days)	47	85%	45	96%	.98
3 - Standard (Completed within 10 Business Days)	49	85%	48	98%	3.14
4 - Preventative Maintenance (Scheduled Work)	159	N/A	N/A	N/A	N/A
Grand Total	277				

Call Center

Calls Answered Within 2 Minutes	1,634	85%	1,579	97%	N/A
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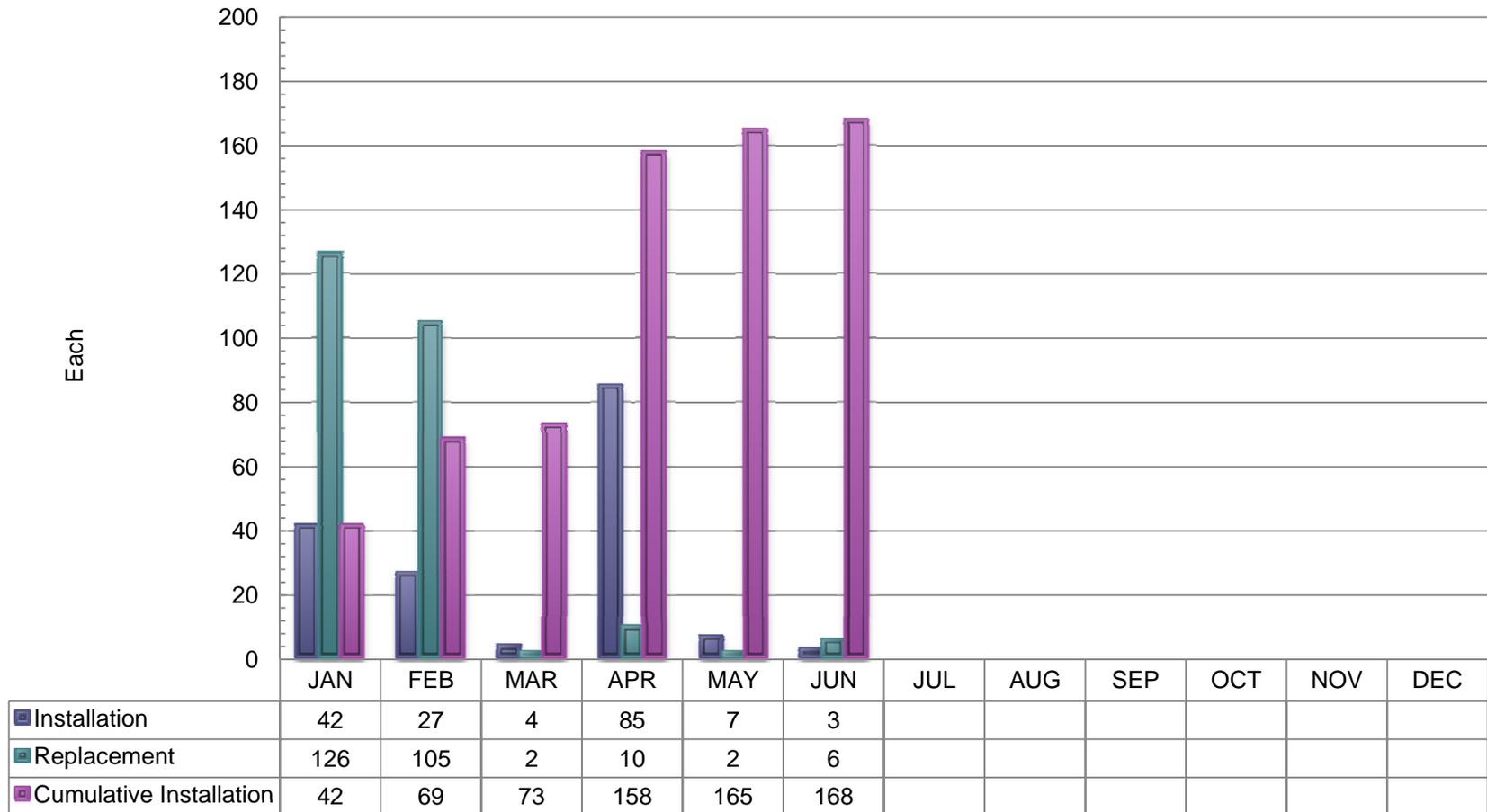
RIGHT-OF-WAY PERMIT ACTIVITY

Annual Comparative - Right-Of-Way Permits



TRAFFIC MAINTENANCE

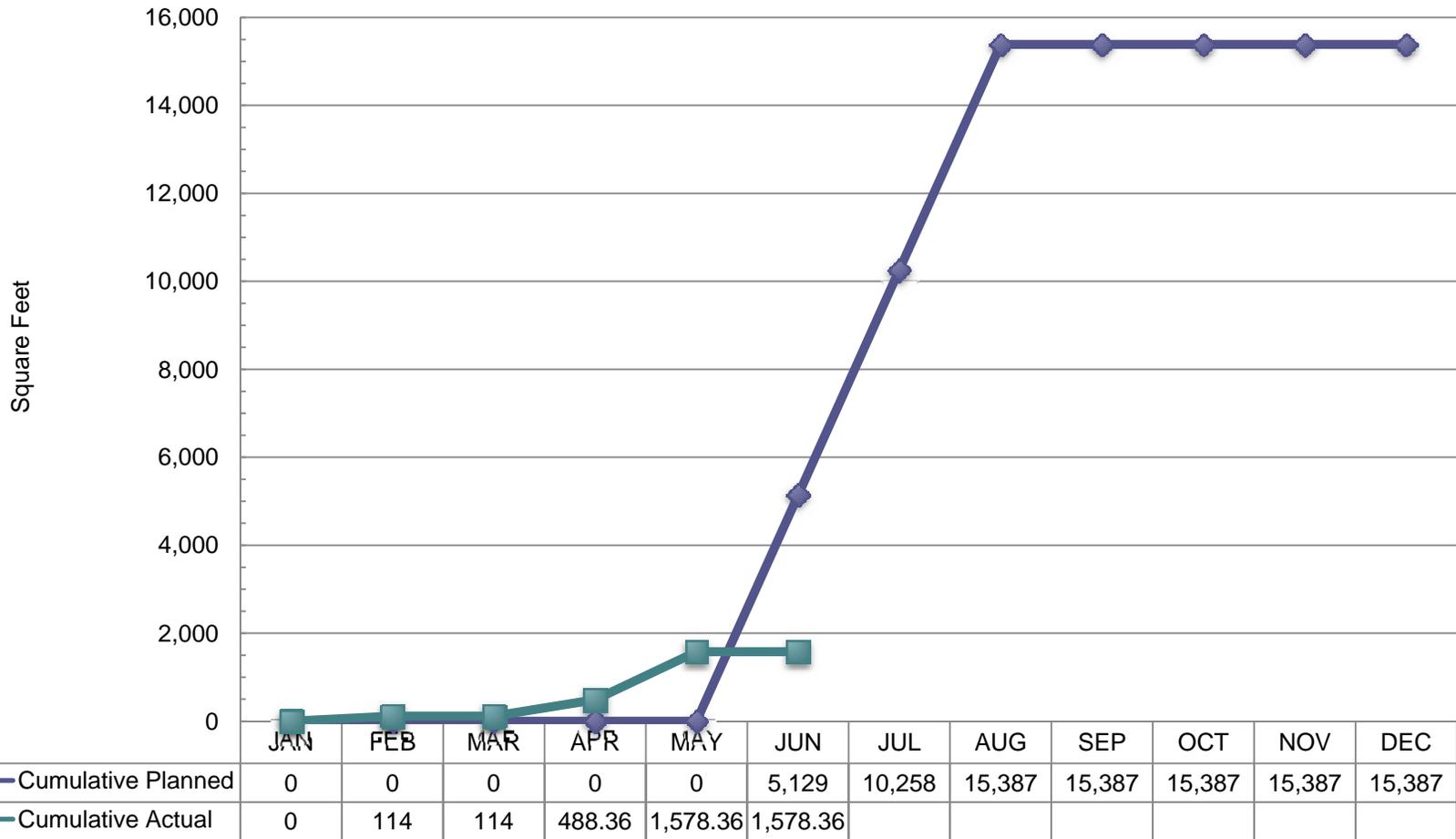
Sign Installation and Activities



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

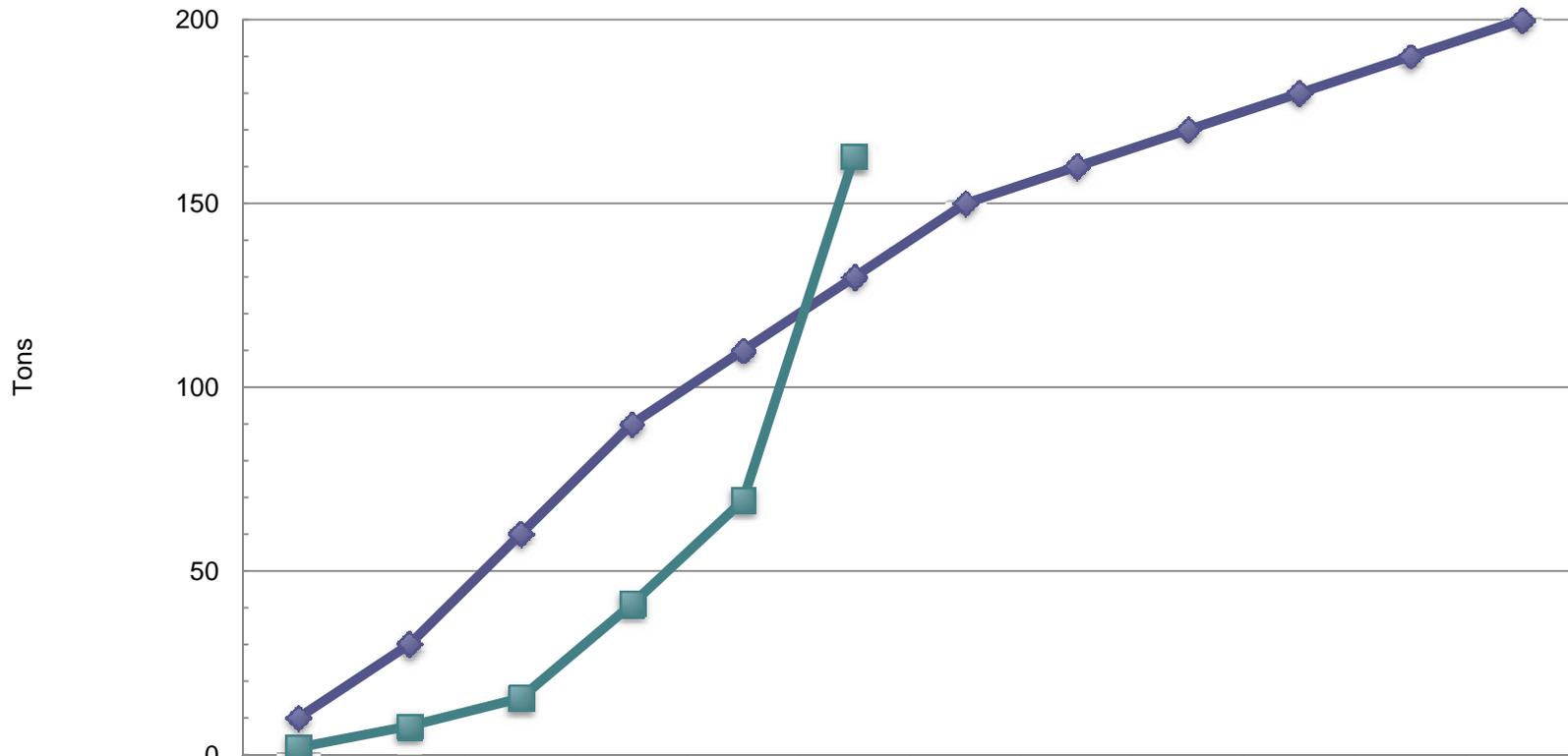
TRAFFIC MAINTENANCE

Crosswalks/Stop Bars



PAVEMENT MAINTENANCE

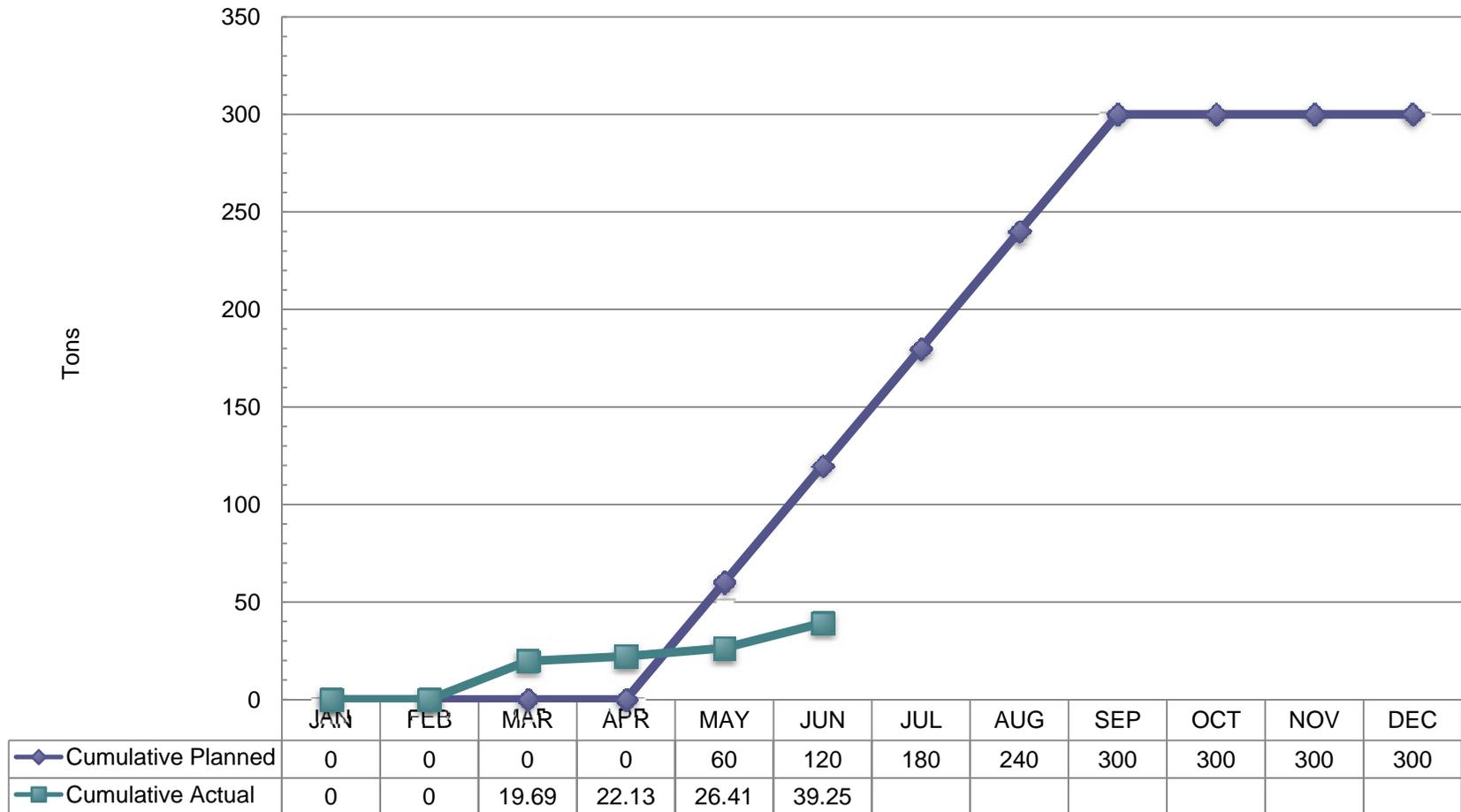
Pothole Patching



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
—◆— Cumulative Planned	10	30	60	90	110	130	150	160	170	180	190	200
—■— Cumulative Actual	1.93	7.75	15.35	40.91	69.09	162.78						

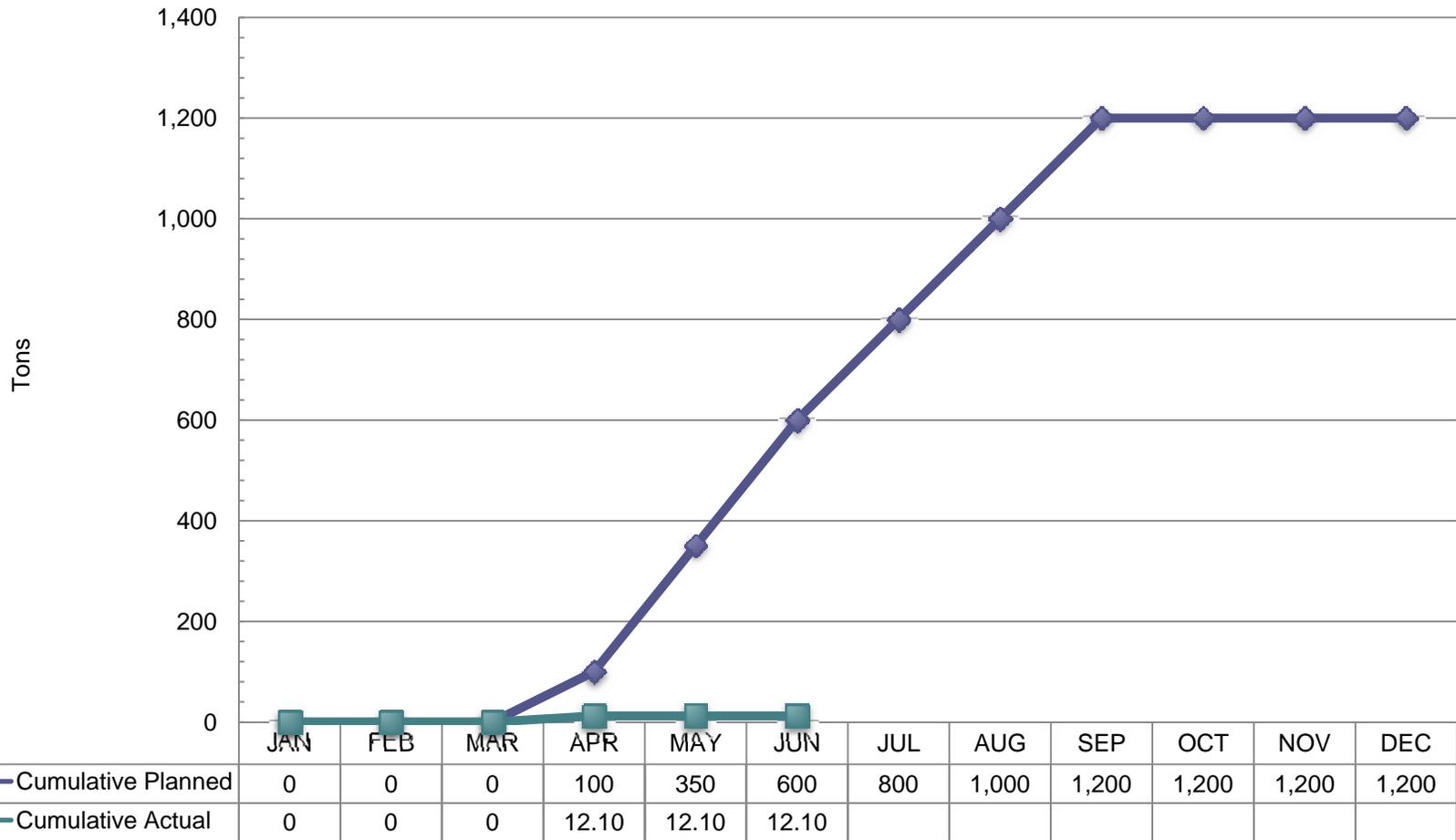
PAVEMENT MAINTENANCE

Patch Back



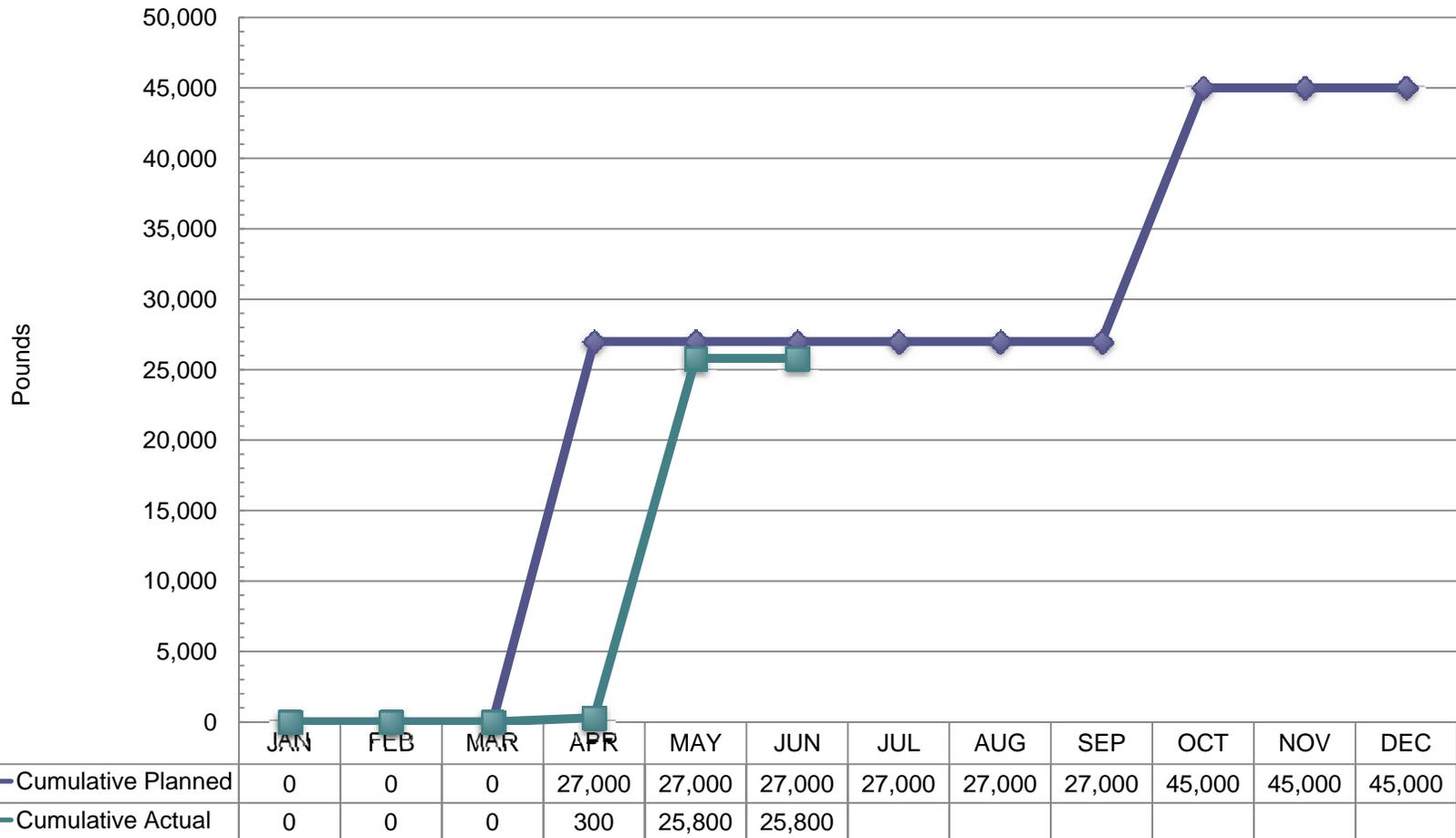
PAVEMENT MAINTENANCE

Major Patching



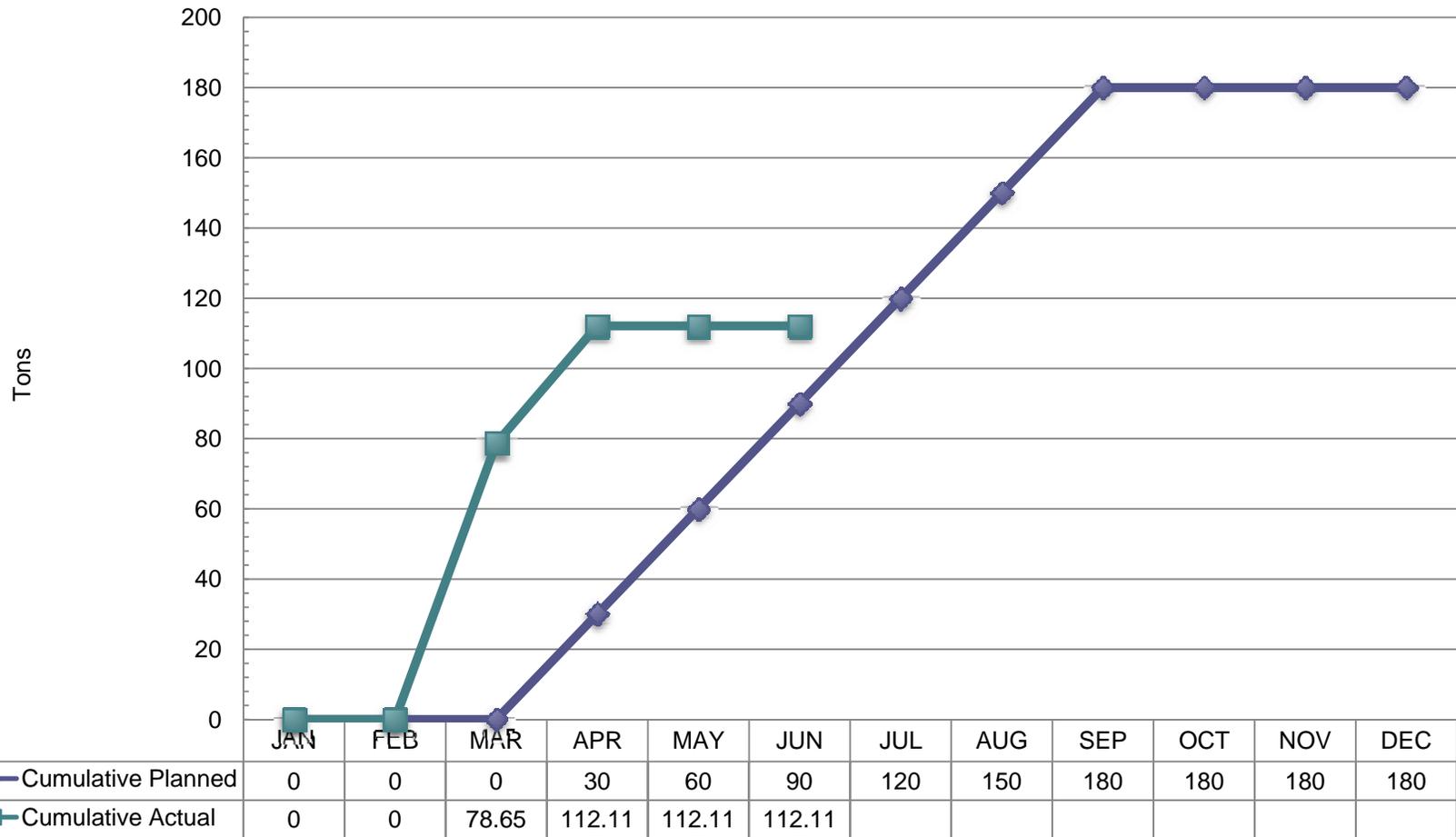
PAVEMENT MAINTENANCE

Crack Seal



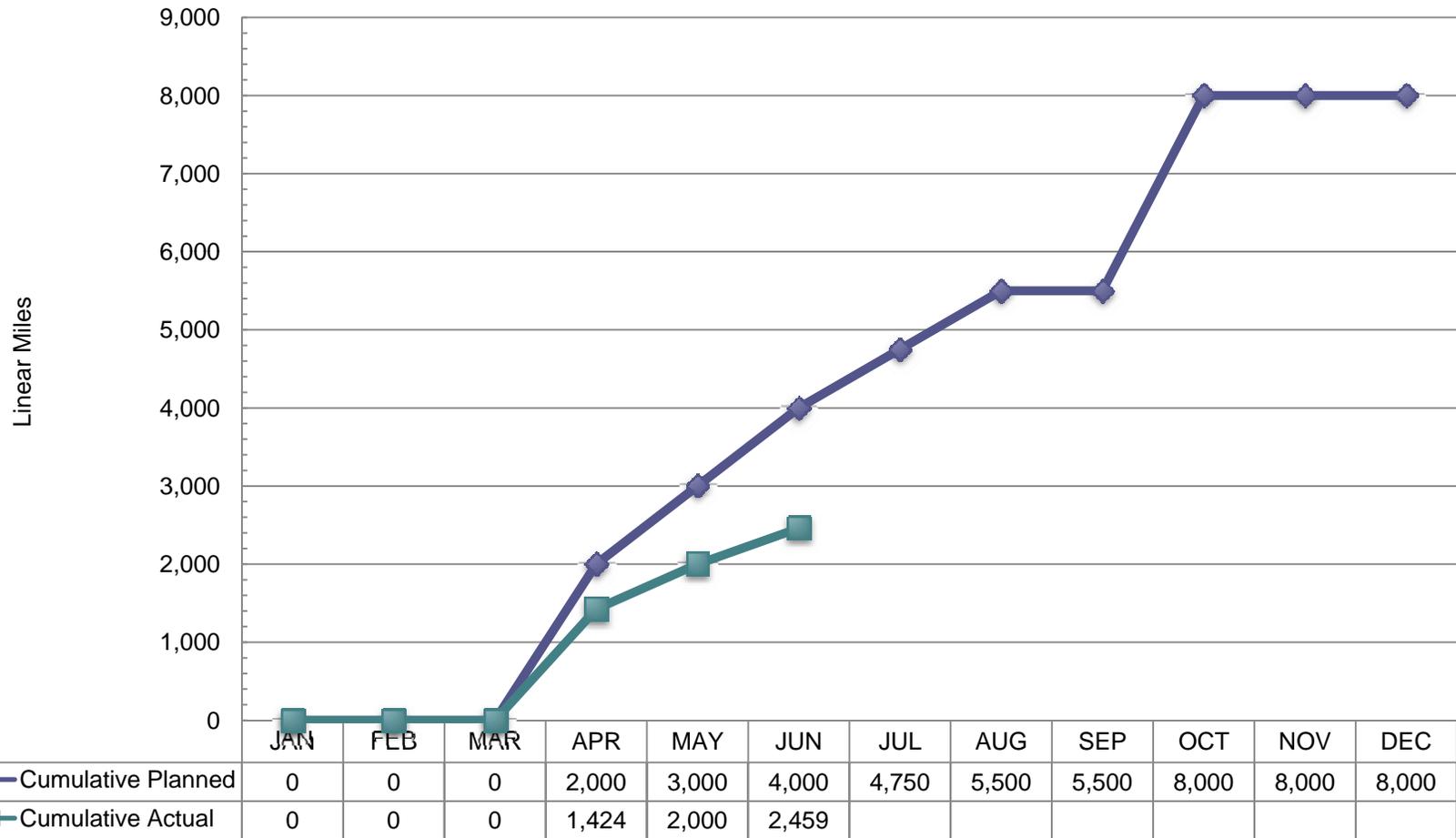
STREET MAINTENANCE

Gravel Maintenance



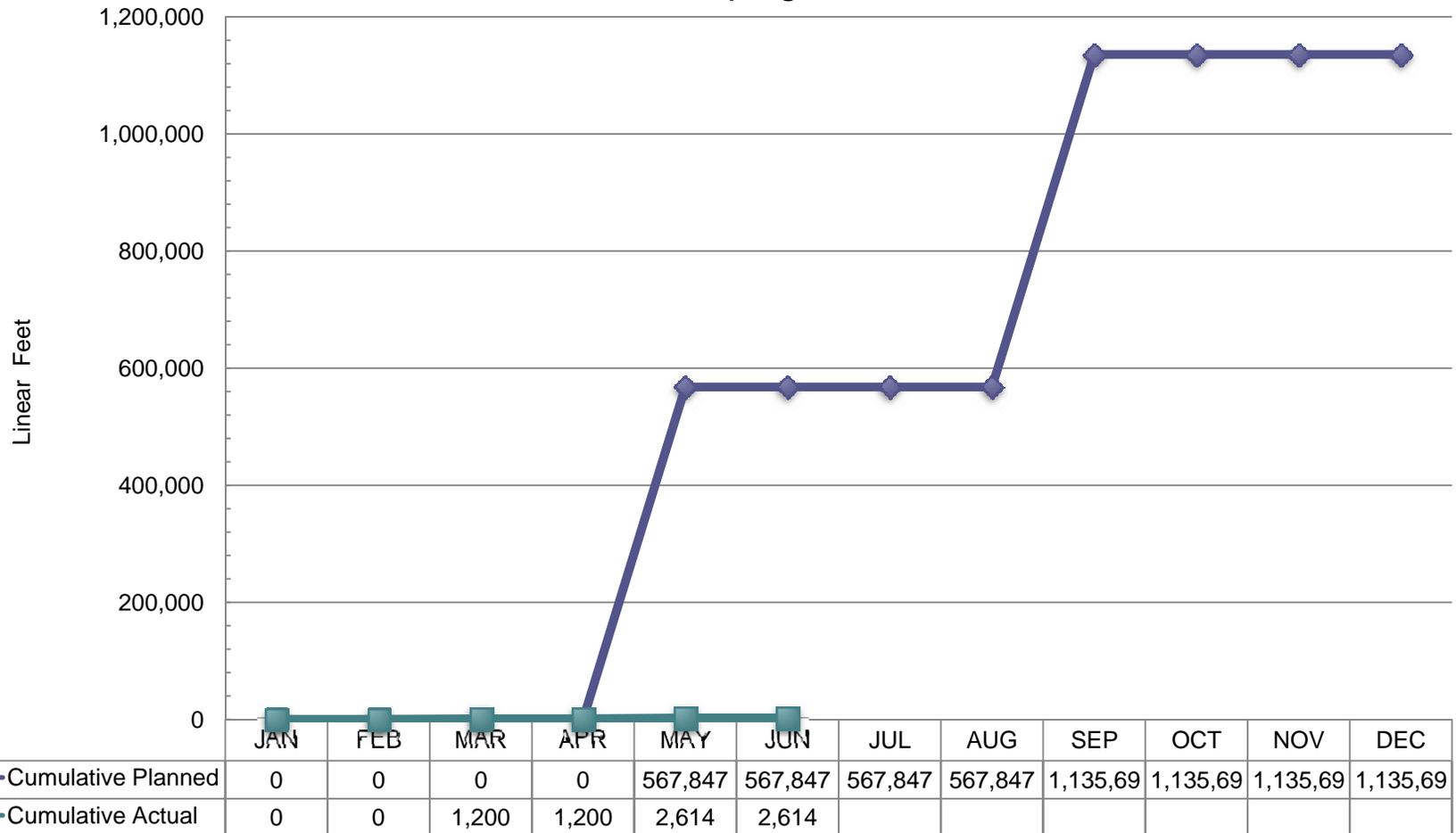
STREET MAINTENANCE

Street Sweeping



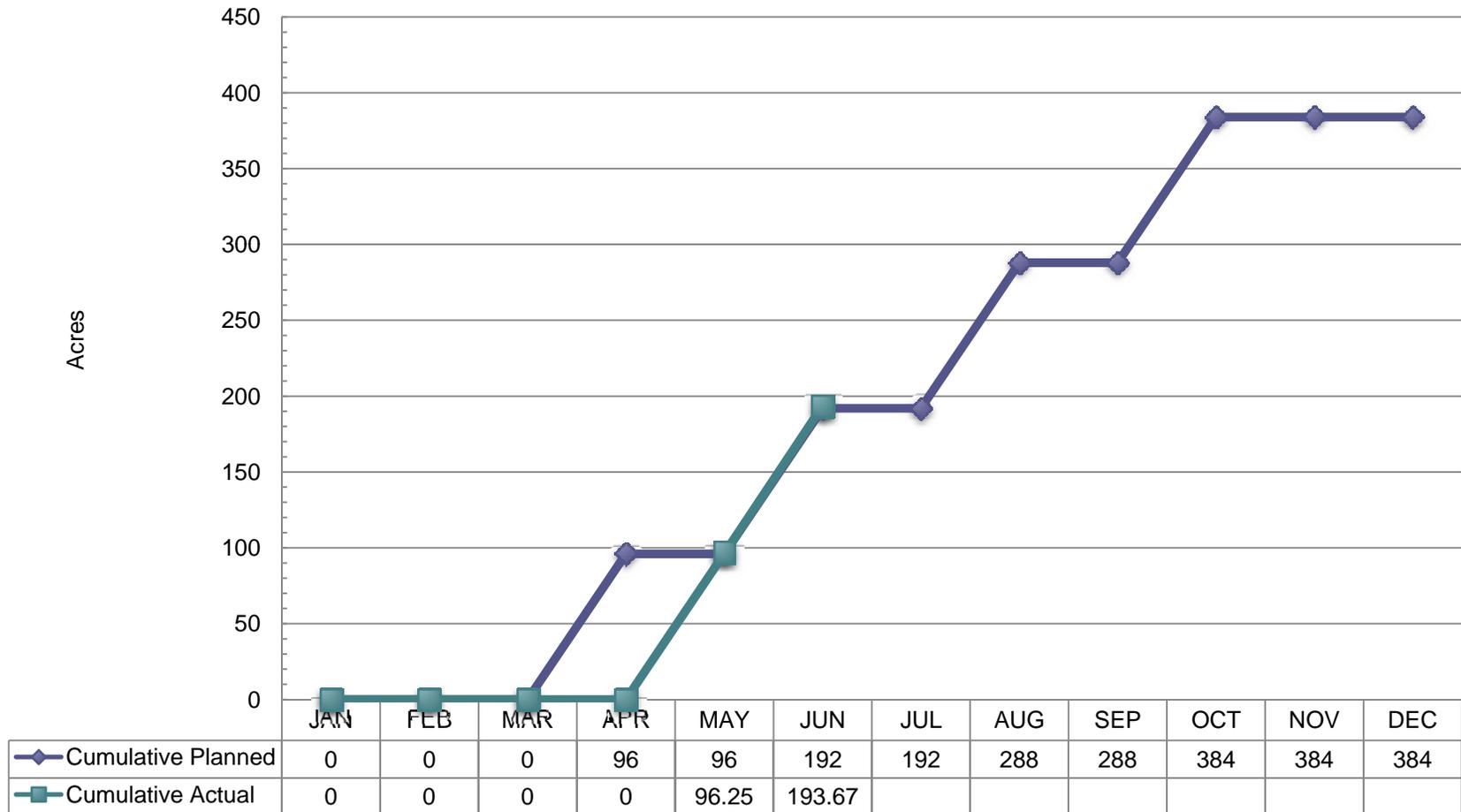
STREET MAINTENANCE

Lane Striping



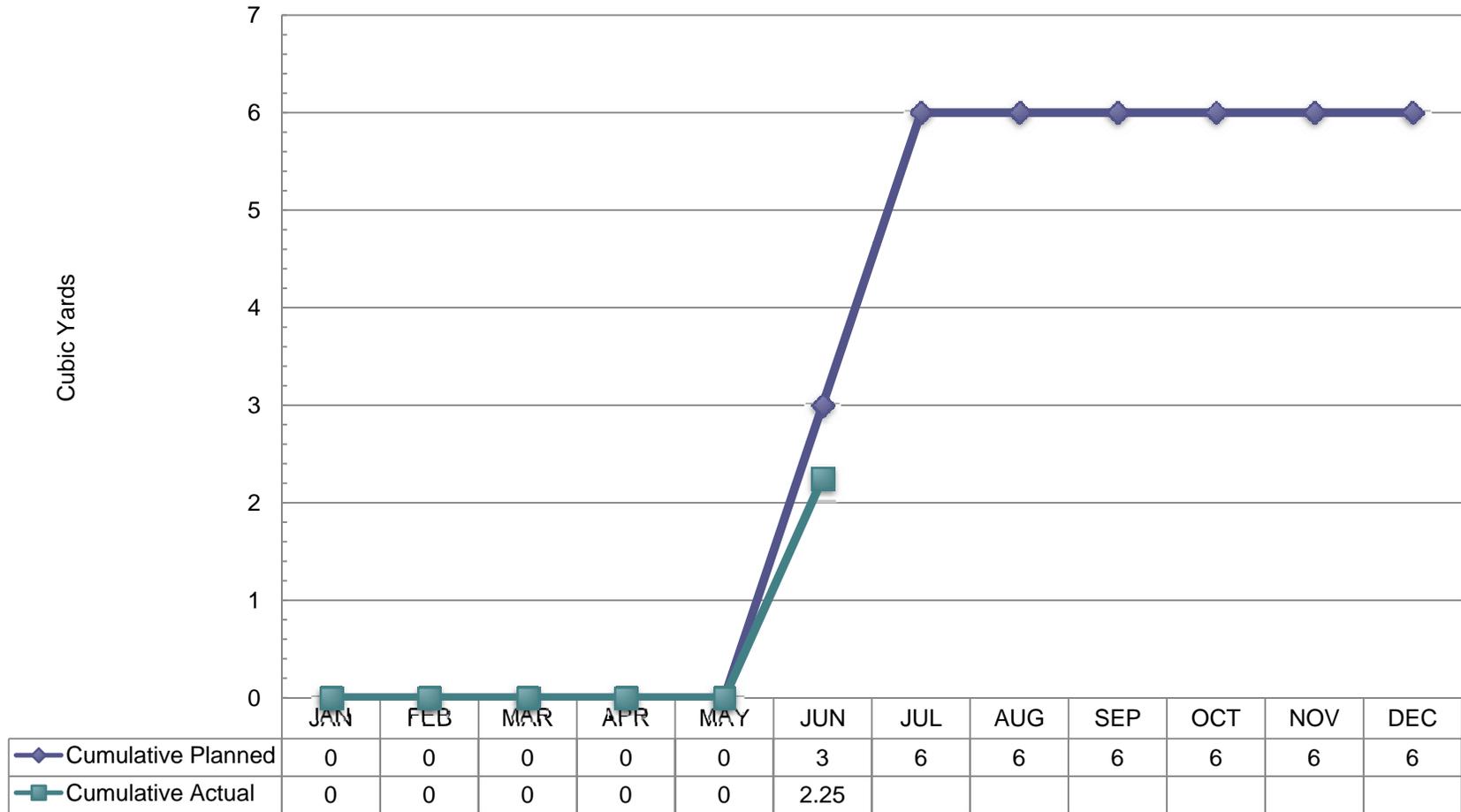
RIGHT-OF-WAY MAINTENANCE

Weed and Debris Control



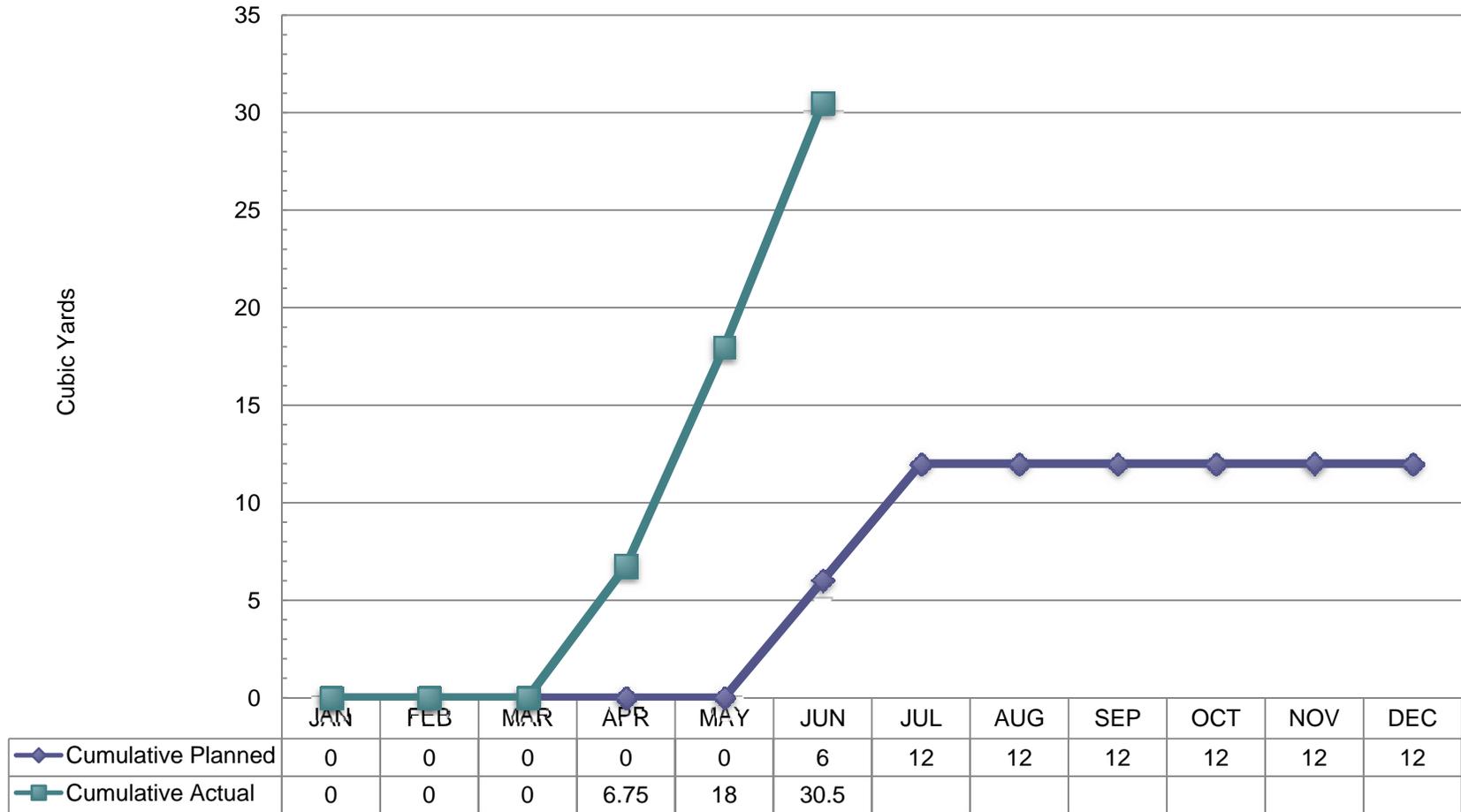
CONCRETE REPLACEMENT

ADA Ramps



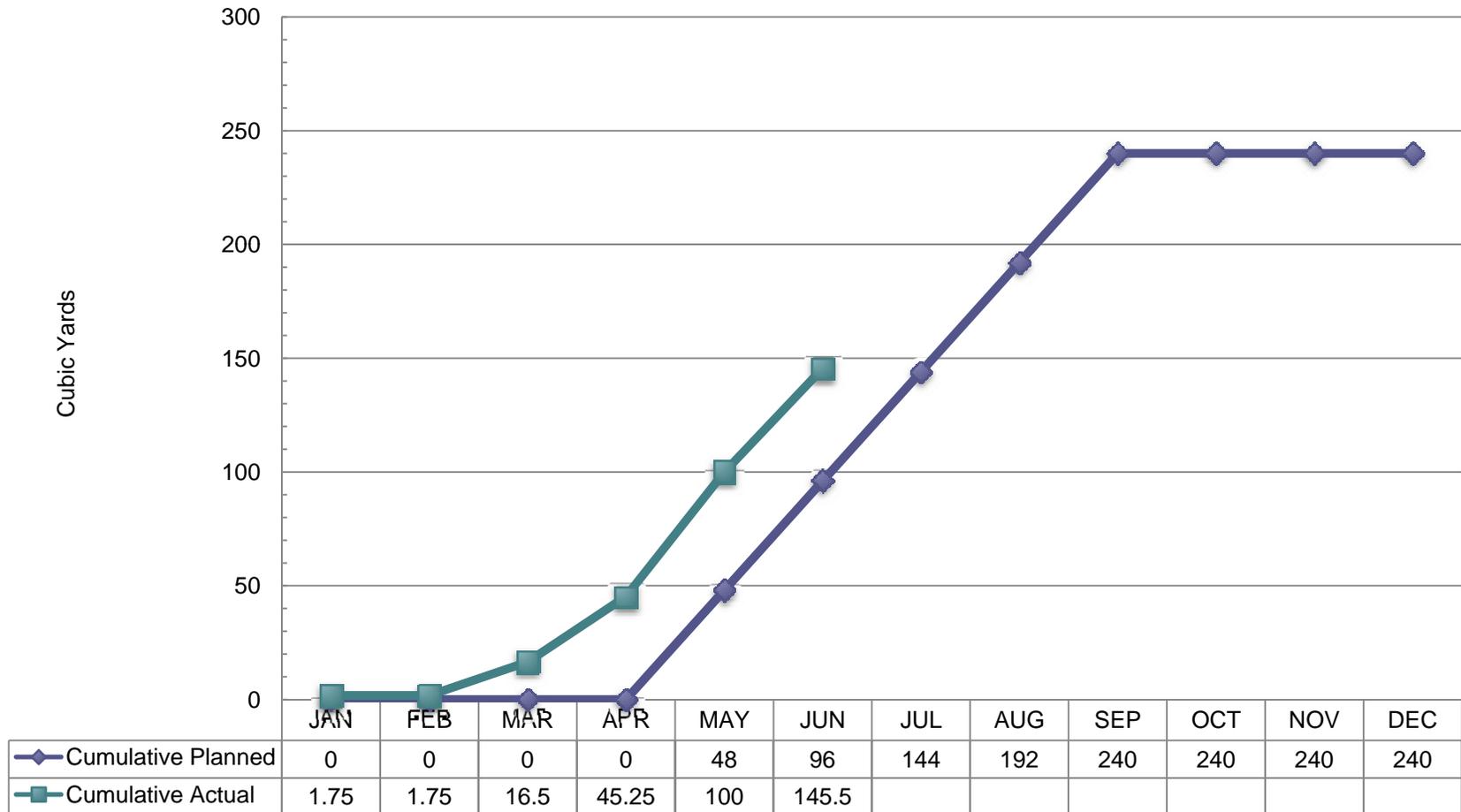
CONCRETE REPLACEMENT

Crosspans and Aprons



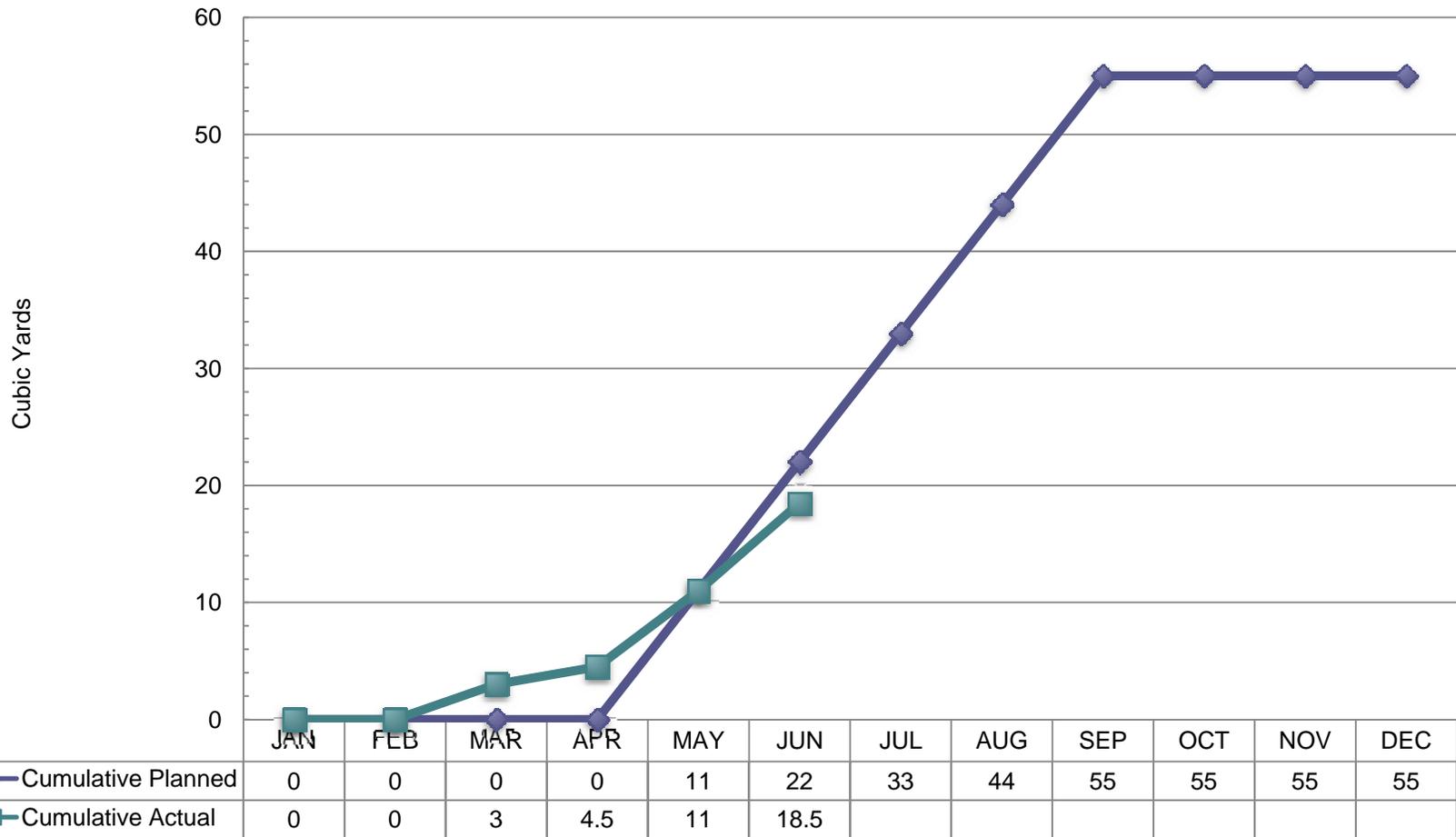
CONCRETE REPLACEMENT

Curb, Gutter and Sidewalk Combination



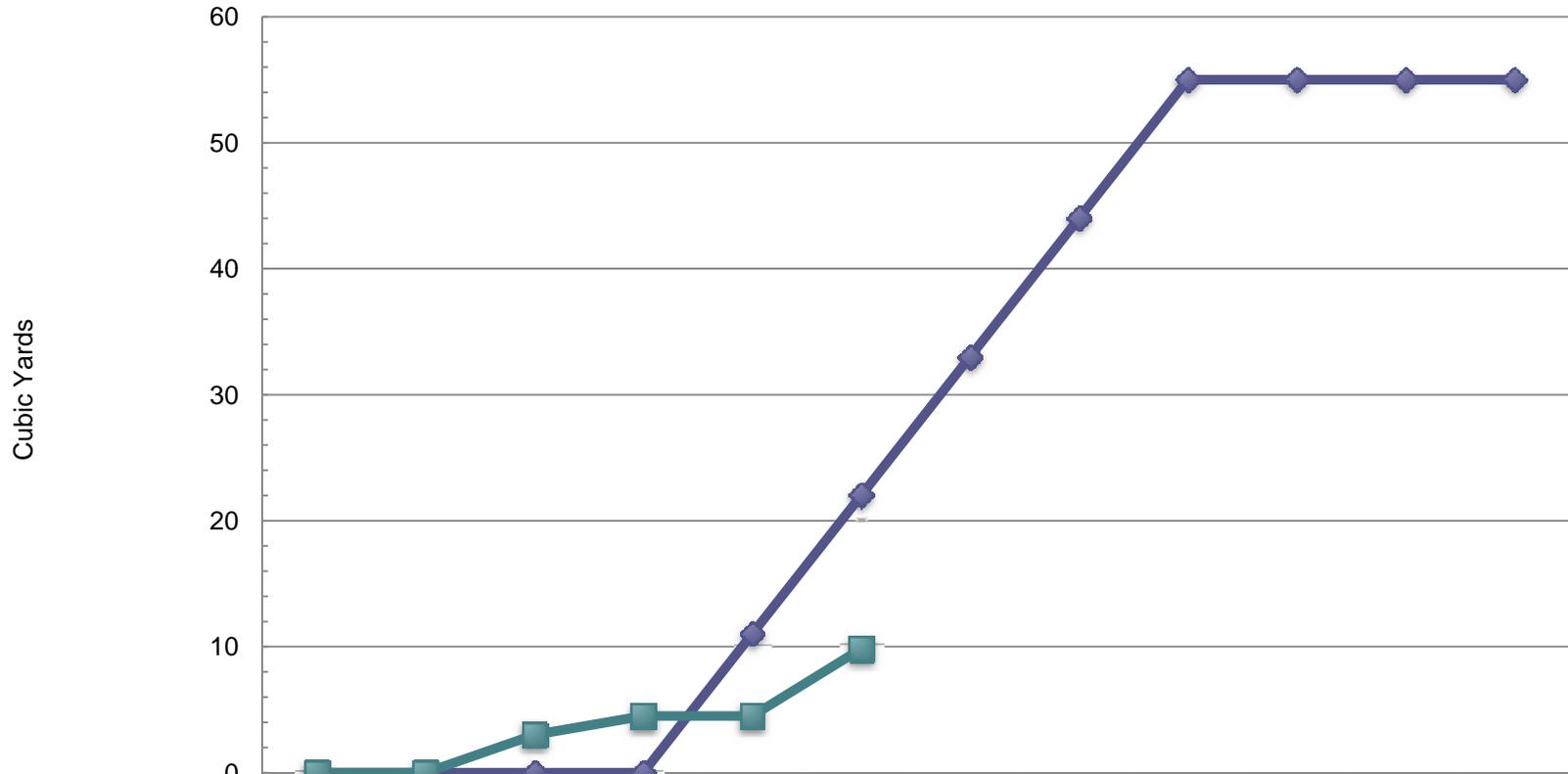
CONCRETE REPLACEMENT

Curb and Gutter



CONCRETE REPLACEMENT

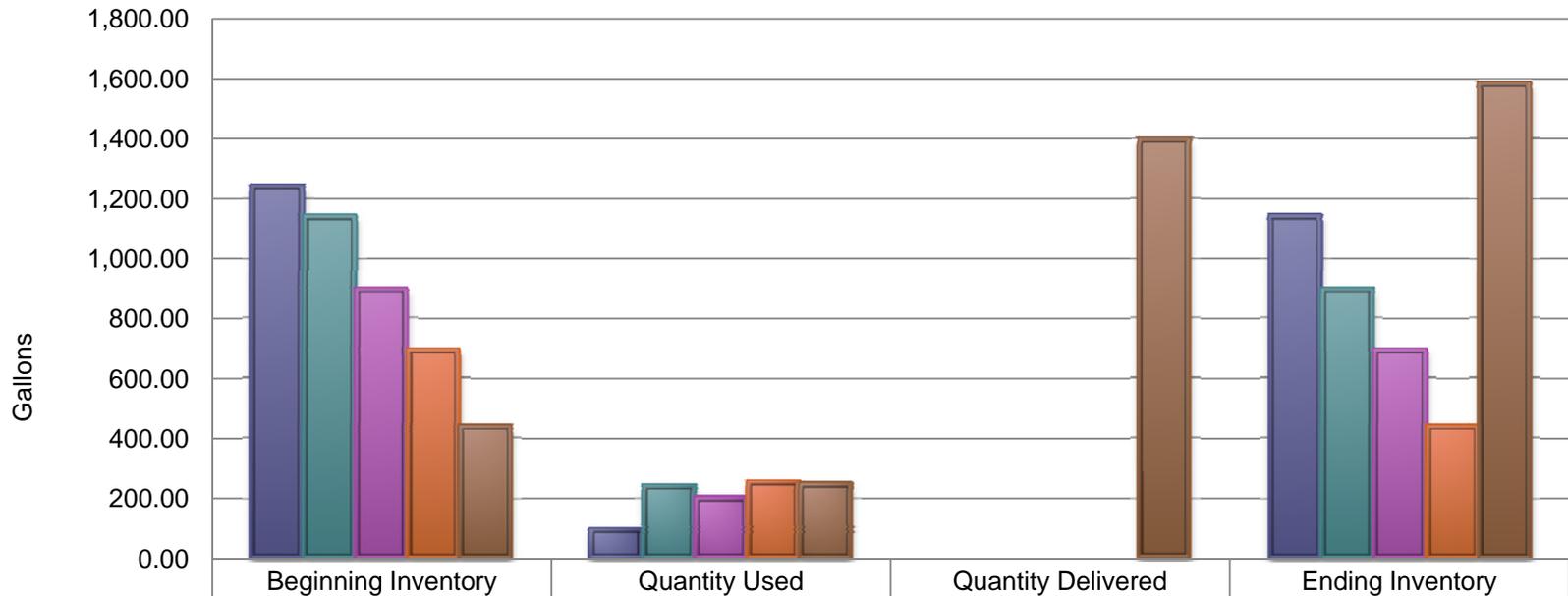
Sidewalk - 4 inch



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
◆ Cumulative Planned	0	0	0	0	11	22	33	44	55	55	55	55
■ Cumulative Actual	0	0	3	4.5	4.5	9.83						

MATERIAL INVENTORY

Unleaded Fuel

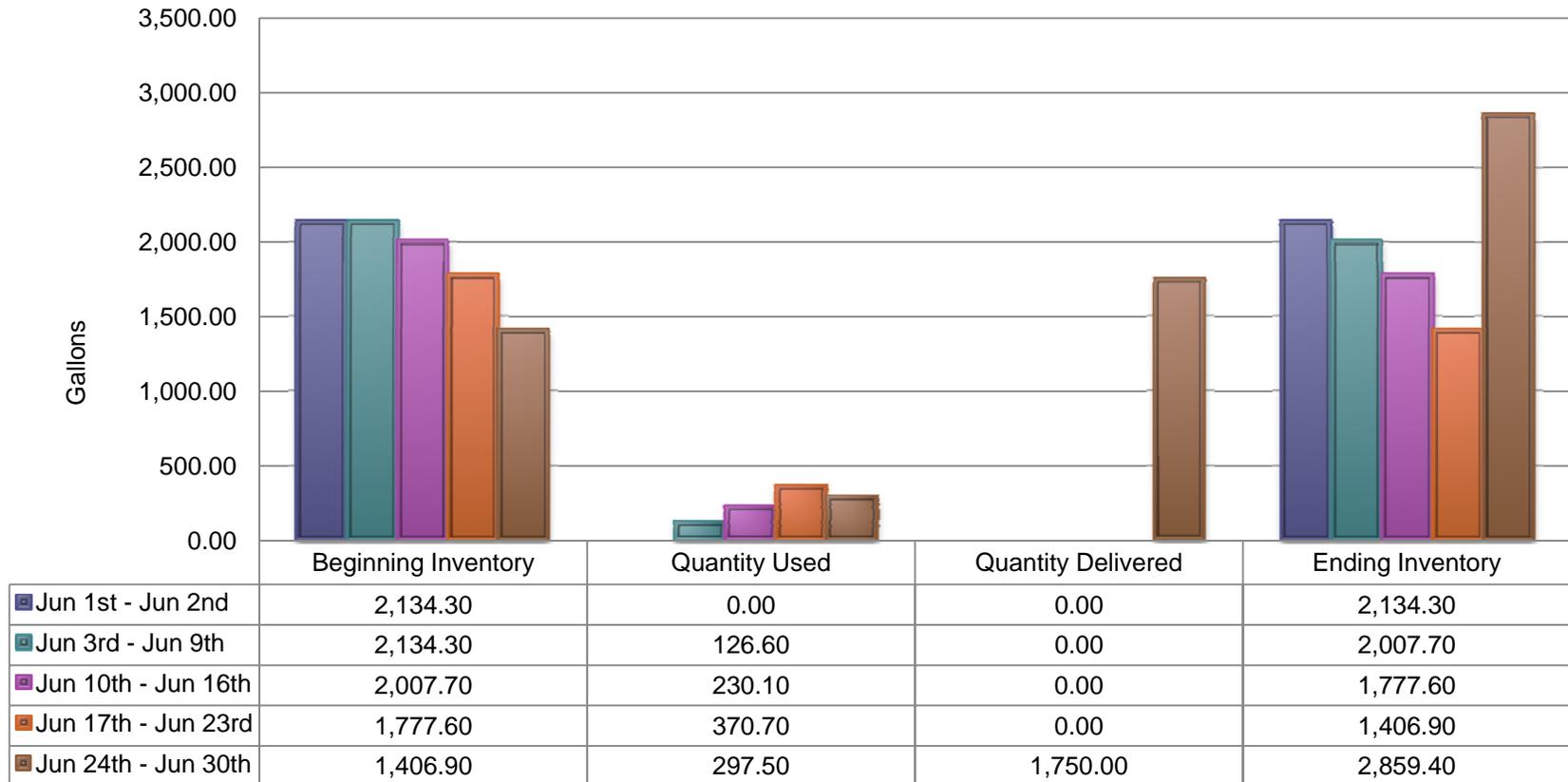


	Beginning Inventory	Quantity Used	Quantity Delivered	Ending Inventory
■ Jun 1st - Jun 2nd	1,245.40	100.70	0.00	1,144.70
■ Jun 3rd - Jun 9th	1,144.70	245.50	0.00	899.20
■ Jun 10th - Jun 16th	899.20	204.30	0.00	694.90
■ Jun 17th - Jun 23rd	694.90	257.80	0.00	437.10
■ Jun 24th - Jun 30th	437.10	250.20	1,400.00	1,586.90

- 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.
- Beginning inventory for June reflects a correction for a tank quantity conversion error.

MATERIAL INVENTORY

Diesel Fuel



- 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.
- Beginning inventory for June reflects a correction for a tank quantity conversion error.

A LOOK AHEAD

- Mowing will be completed in July on the designated routes on the Right-Of-Way areas
- A full city wide sweep will begin in July, starting on the West and finishing on the East
- Asphalt milling and patching will continue throughout the month
- The crosswalk replacement program will begin, starting with nearby schools
- Street name sign replacements will start in July
- Concrete replacement activities throughout the month of July will continue
- Coordinate implementation of the 2008 NTMP Fox Ridge-Mineral traffic mitigation plan
- Execute a contract with LONCO for Signal Pole Nondestructive Testing services
- Begin verifying Arapahoe County sign data and collecting field data for sign inventory
- Load accident data into accident analysis software and begin building intersection reports
- Complete all crosswalk inspections and report deficiencies
- Continue working on the signal retiming project on Arapahoe Road and Waco to Himalaya

