



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

ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,947.
- [Work Requests](#) – The total number of work requests received were 2,330.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed 97%-100% in compliance, and the Call Center compliance metric was 95%.
- [Right-Of-Way Permits](#) – There were 27 permits issued in March compared to 44 in 2009.
- [Traffic Maintenance](#) – 21 signs were installed and 53 were replaced for the month of March.
- [Pavement Maintenance](#) – The crews continue to address pothole patching.
- [Concrete Replacement](#) – The program will begin in April.
- [Vegetation, Debris, Street Sweeping and Shoulder Maintenance](#) - Street sweeping will begin April 12.
- [Fuel Inventory](#) – [Unleaded Fuel Usage](#) and [Diesel Fuel Usage](#) – An internal audit of the CarteGraph fuel inventory is being completed for Q1.
- [Snow Material Inventory](#)
- [City Material Budgets](#)

REVENUE

The March right-of-way permit revenue, excluding pavement restoration fees, was \$13,848.32

PUBLIC WORKS MAJOR ACTIVITIES

Electronic Speed Signs - Traffic Engineering Services completed the first deployment of the City's electronic speed signs in residential neighborhoods. The signs electronically display the speed of approaching vehicles and are currently being used in the Palos Verdes neighborhood. The use of the signs is to alert motorists of their travel speed, which has been found to be effective at reducing vehicle speeds.

School Zone Beacons - As part of the new access permit for the Instructional Support Facility at Picadilly Street and Riviera Way, Cherry Creek School District (C.C.S.D.) agreed to fund the installation of four new school beacons on Picadilly Street, to reduce the speed limit during school hours for Thunder Ridge Middle School. CCSD submitted a check, in the amount of \$21,000, to the City to fund the purchase and installation of this equipment.

Arapahoe Road Signal Re-Timing Project - In cooperation with Aurora, Arapahoe County, and the Colorado Department of Transportation (CDOT), Traffic Engineering Services completed a traffic signal re-timing project on Arapahoe Road, from Lewiston Way to Liverpool Street. A final report is scheduled to be issued in April, but preliminary results show that travel delays have been reduced on this portion of Arapahoe Road by 35 to 75 seconds, depending on the time of day.

Signal Pole Replacement-Southgate District Revenue - Traffic Engineering Services (TES) is coordinating the replacement of a traffic signal pole at the intersection of Dry Creek Road and Chester Street, a total cost of \$17,798. Per an agreement TES arranged with the Southgate District, the City will be receiving \$8,899 from the district to pay for half the cost.

Public Works Traffic Engineering and Street Department Services - The annual report summarizing the Public Works department's 2009 traffic engineering and street maintenance performance was finalized. The report includes 2009 accomplishments, work activity performance measurements, work request completion timeliness, value of services and 2010 goals. Several of the 2009 accomplishments created revenue or savings enhancements for the City that totaled \$999,147. The total amount of value-added services provided by the contractor was \$119,000.

International City/County Management Association Awards Program (ICMA) - Each year, ICMA recognizes outstanding contributions to the local government management profession through its Annual Awards Program. The City submitted an award nomination for the public works department's partnership with CH2M HILL and its subcontractors AECOM and Terracare Associates as an excellent example in efficient and responsive government, including innovative service delivery and excellence in asset management and fund stewardship.

A LOOK AHEAD

- Complete revisions to the NTMP policy and begin data collection for scoring of NTMP applications.
- Complete the development of the 2010 Pavement Striping Program for lane markings (paint), crosswalks and legend symbols (thermoplastic).
- Coordinate the field installation of signal poles and mast arms at Quebec/Poplar, Quebec/Otero and Orchard/Clarkson and also coordinate the ordering of replacement poles at Dry Creek/Chester and at Orchard/Joplin.
- Prepare a scope of work for the Traffic Signal LED and the Solar School Beacon EECBG projects and release to the Contracts Administrator for bidding.
- The crews will begin their first of four rounds of street sweeping, beginning April 12.
- Field Services will start full concrete maintenance activities and small asphalt repairs.
- The crews will also begin minor bridge maintenance activities.

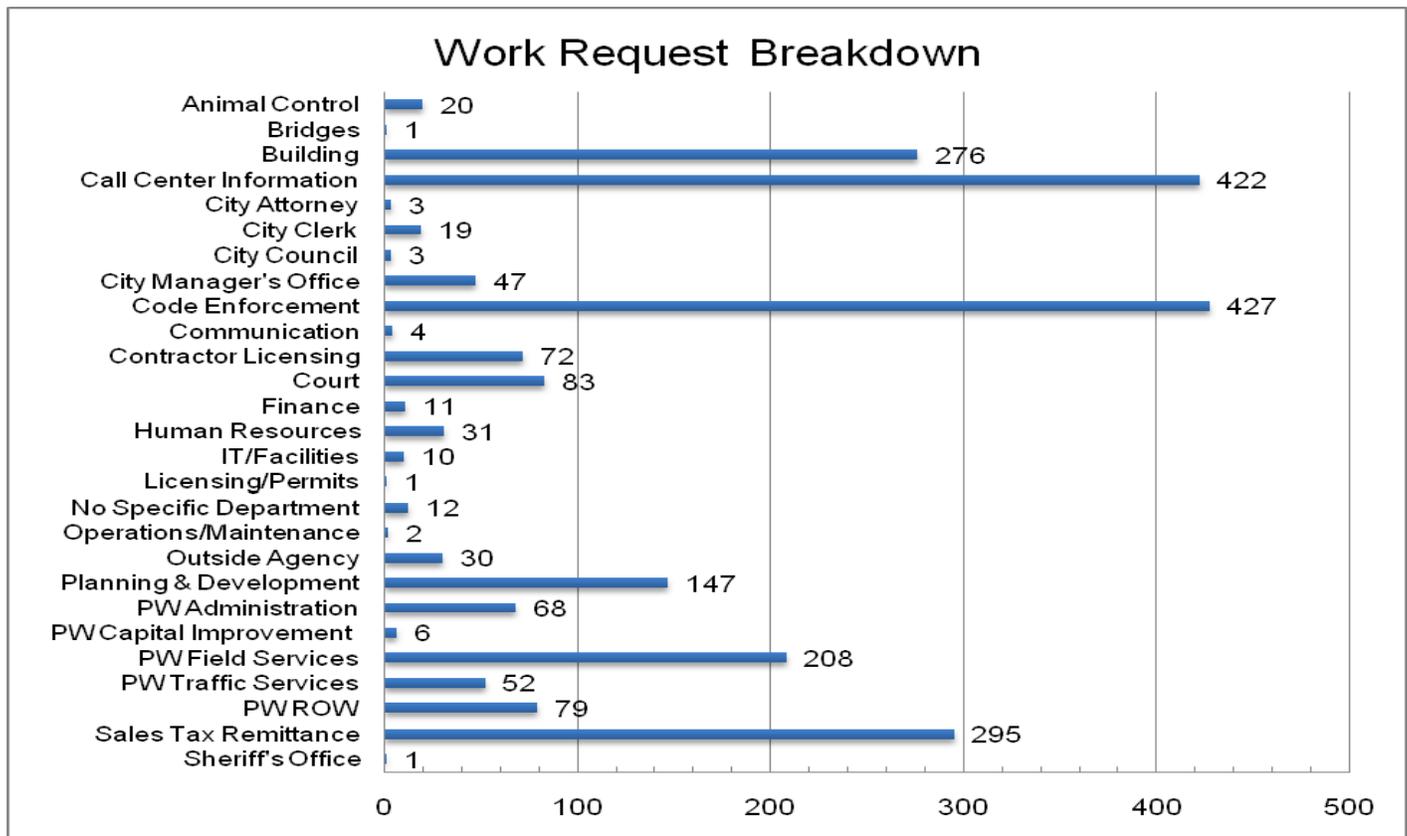
Call Center

In March, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,947, which includes 48 web requests. In total, 56 calls were routed to the answering service during and after business hours. Overall, for the month of March, the Call Center had a 95% compliance metric of answering phone calls within 120 seconds.

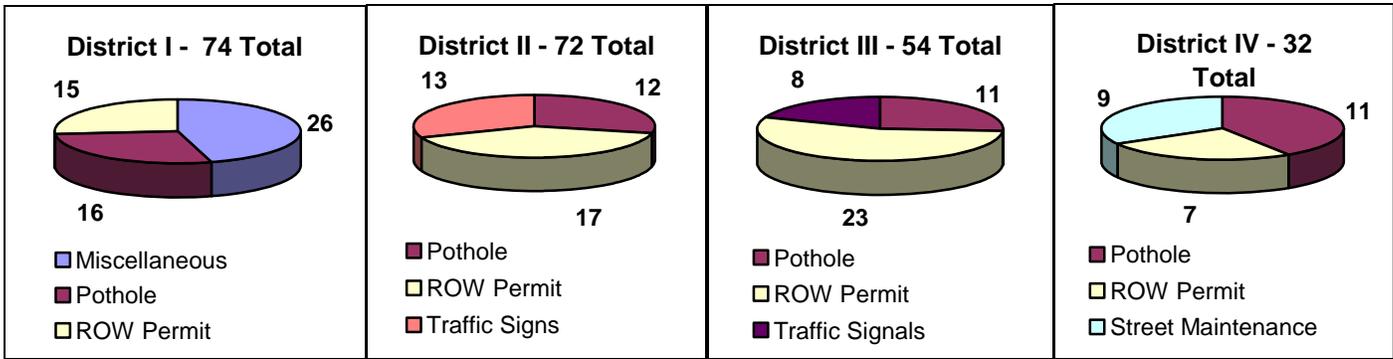
| March 2010 | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 | MTD |
|--|---------|----------|-----------|-----------|-----------|-------|
| | Mar 1-5 | Mar 6-12 | Mar 13-19 | Mar 20-26 | Mar 27-31 | Total |
| Web Requests | 3 | 8 | 14 | 18 | 5 | 48 |
| Total Calls Handled by the Call Center | 370 | 538 | 361 | 380 | 250 | 1,899 |
| Total Metric for Call Center | 373 | 546 | 375 | 398 | 255 | 1,947 |
| Total Calls Rolled Over to Answering Service During Business Hours | 1 | 0 | 1 | 5 | 0 | 7 |
| Total Calls Rolled over to Answering Service After Hours | 7 | 11 | 10 | 17 | 4 | 49 |

Work Request Breakdown

The work requests received by the City for the month of March were 2,330.



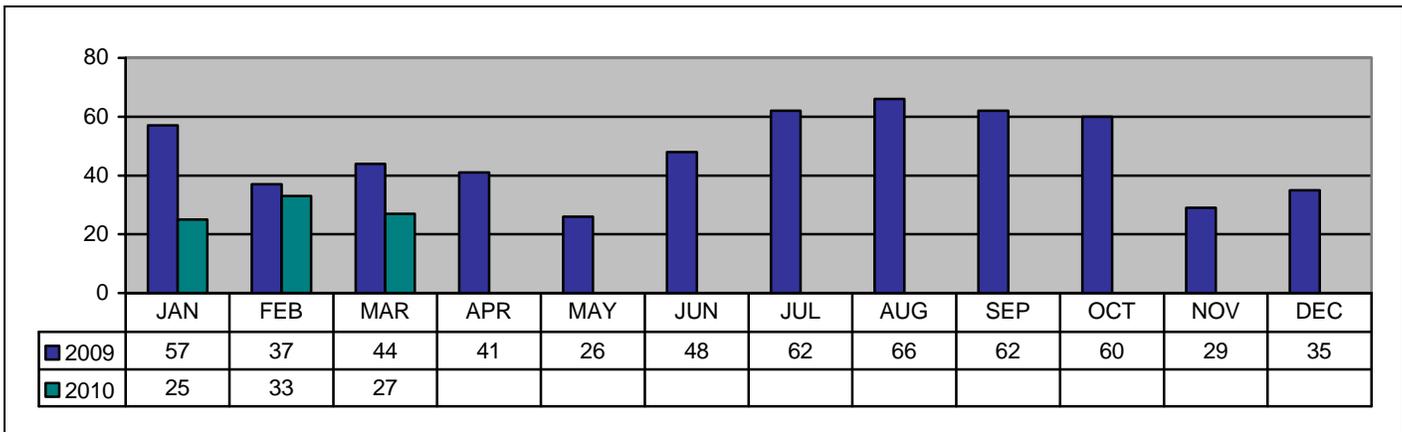
Work Request by District and Top Three Issues



Compliance Summary

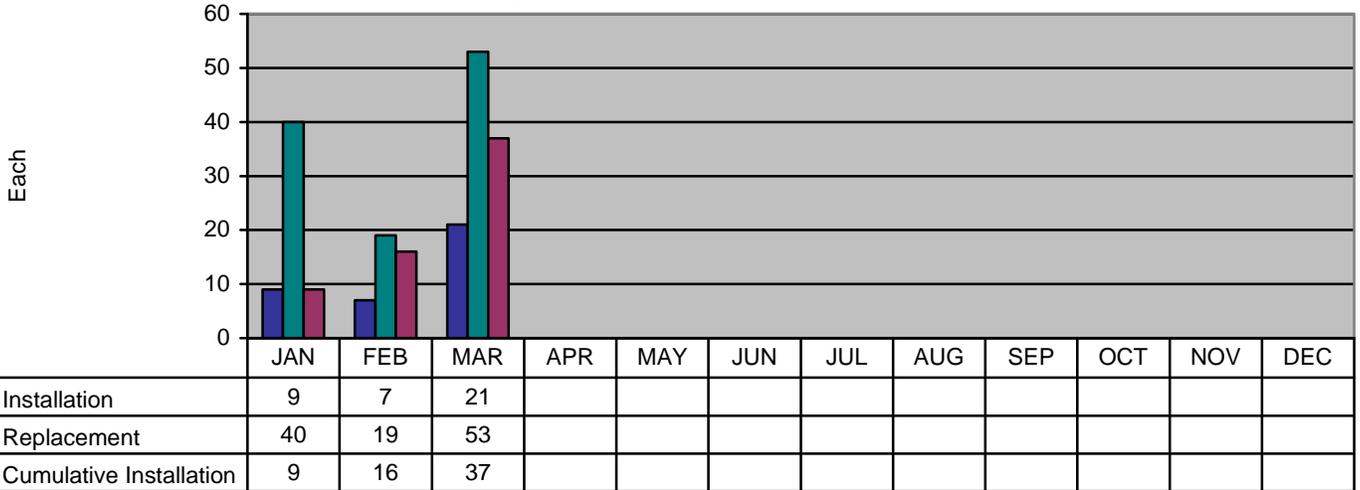
| Field and Traffic Services | | | | | |
|---|----------------------------------|---------------------|-------------------------|--------------|-----------------------|
| Work Request by Priority | Received Total | Compliance Standard | Completed in Compliance | Compliance % | Average Days to Close |
| 1 - Urgent (Completed within 24 Hours) | 47 | 85% | 47 | 100% | .27 |
| 2 - Important (Completed within 3 Business Days) | 66 | 85% | 64 | 97% | 1.26 |
| 3 - Standard (Completed within 10 Business Days) | 3 | 85% | 3 | 100% | 4.67 |
| 4 - Preventative Maintenance (Scheduled Work) | 218 | N/A | N/A | N/A | N/A |
| Grand Total | 334 | | | | |
| Call Center | | | | | |
| Calls Answered Within 2 Minutes | Total Calls/Web Requests Handled | | Compliance Standard | | Compliance % |
| | 1,947 | | 85% | | 95% |

Annual Comparative Right-Of-Way Permits

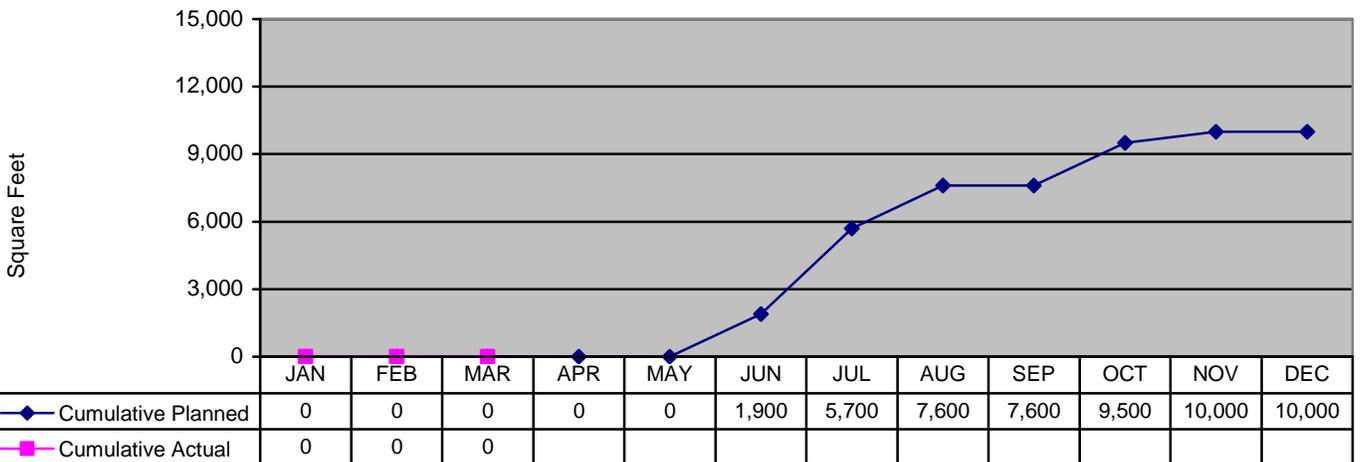


Traffic Maintenance

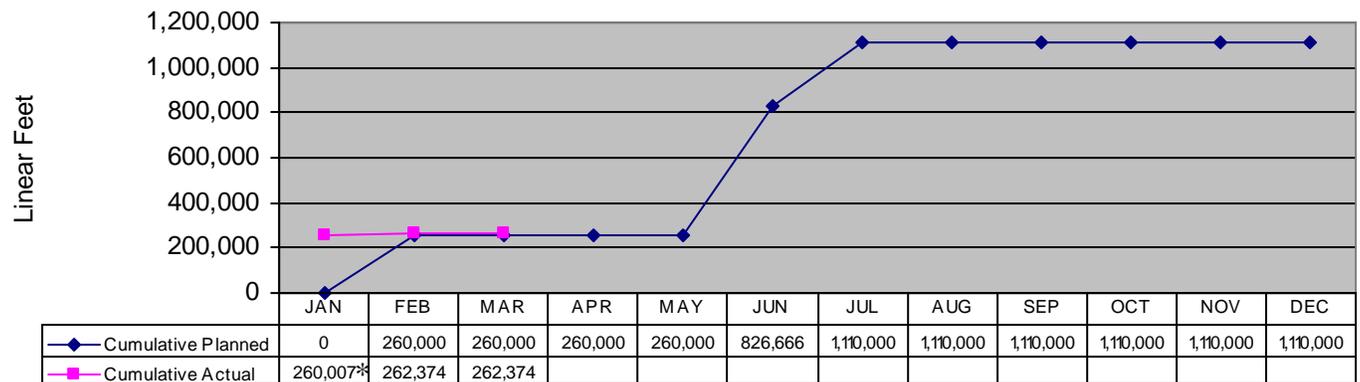
Sign Installation and Activities



Crosswalks/Stopbars



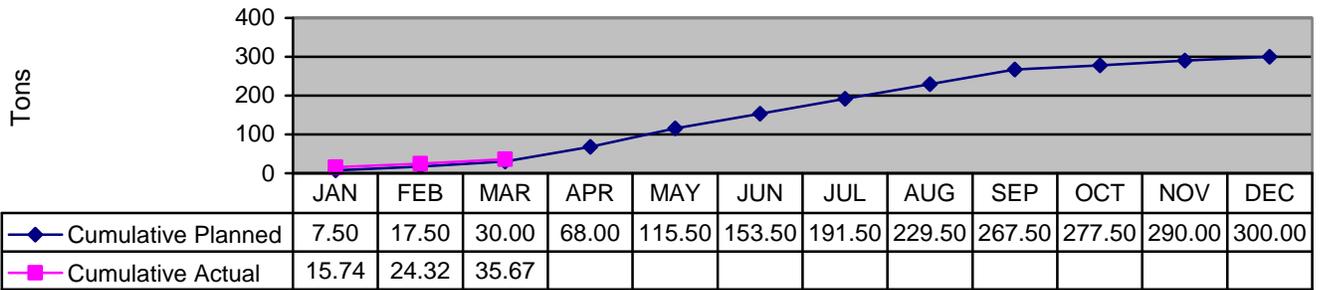
Lane Striping



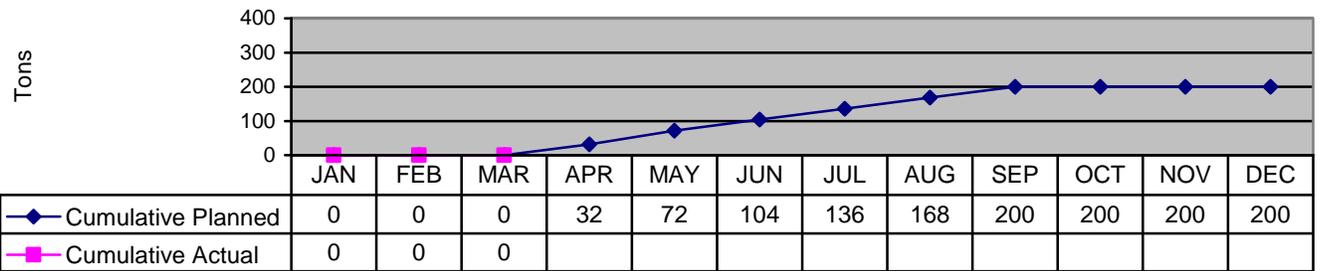
*January quantity was not included in previous monthly reports.

Pavement Maintenance

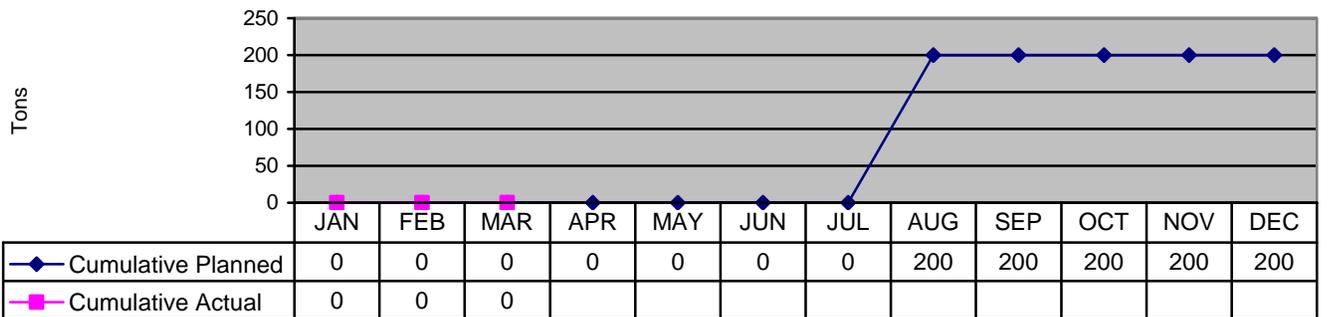
Pothole Patching



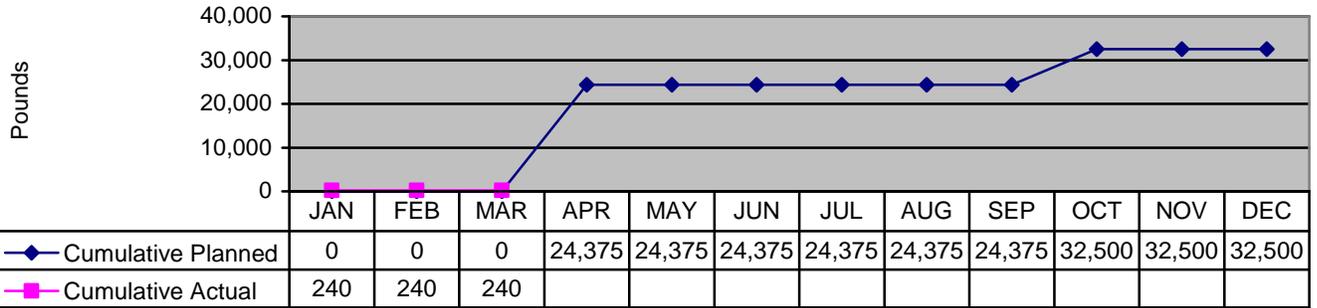
Patch Back



Major Patching

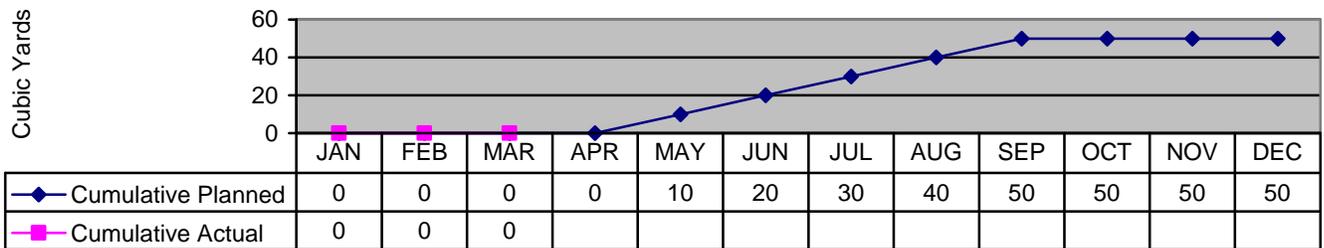


Crack Seal

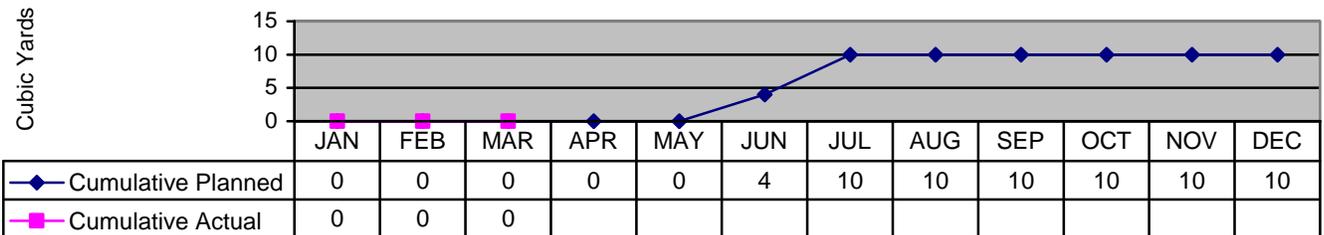


Concrete Replacement

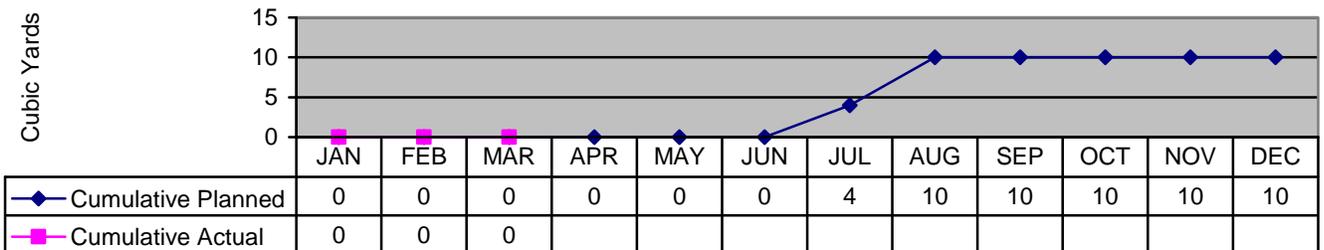
Sidewalk



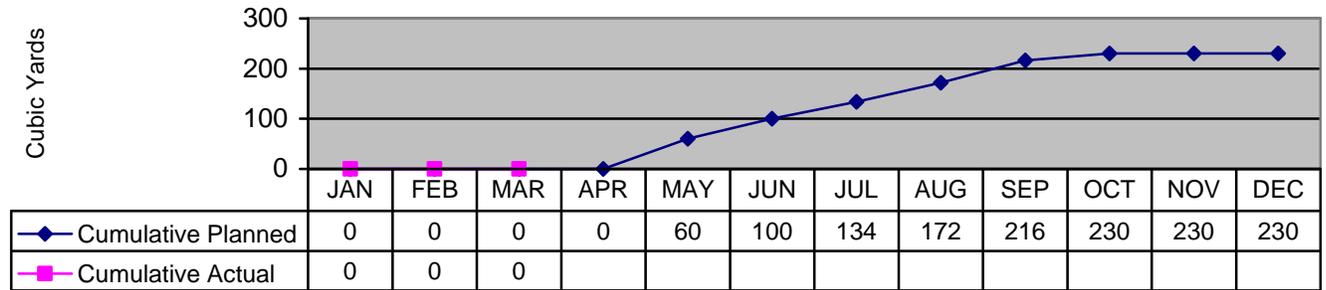
ADA Ramps



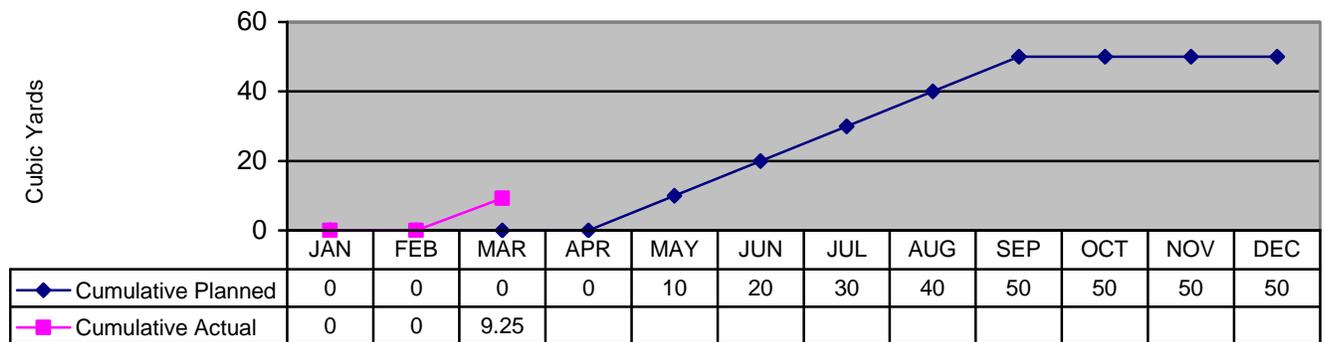
Crosspans and Aprons



Curb, Gutter and Sidewalk Combination

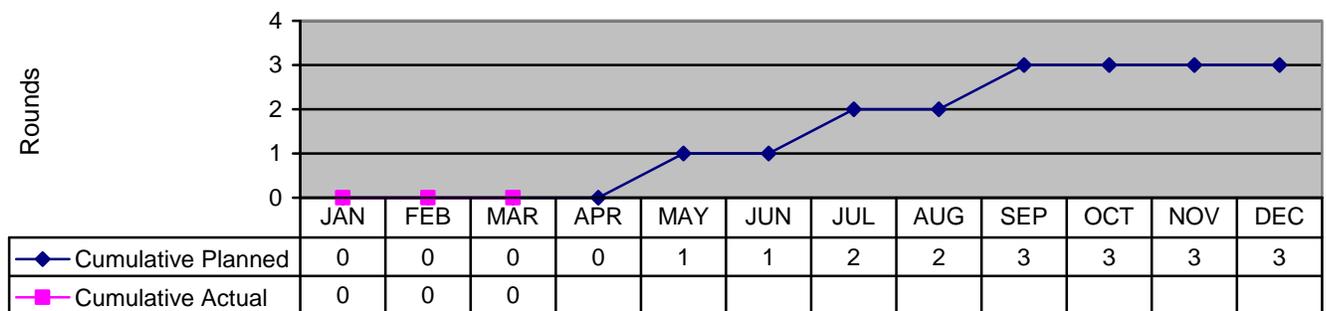


Curb and Gutter

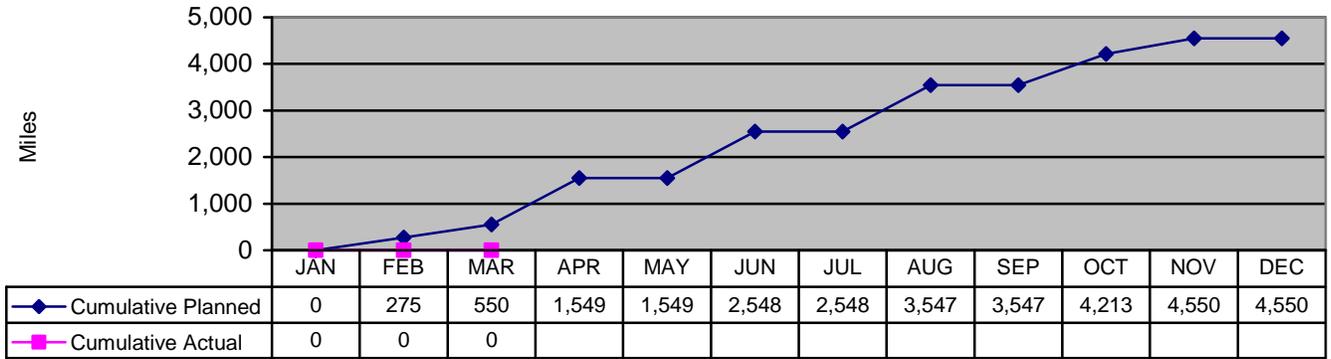


Vegetation, Debris, Street Sweeping and Gravel Maintenance

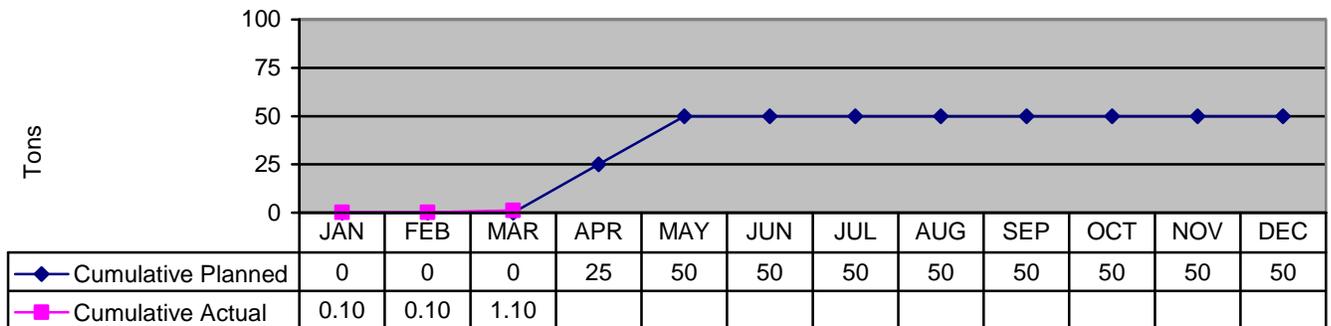
Vegetation and Debris Control



Street Sweeping



Gravel Maintenance



Fuel Inventory

An internal audit of CarteGraph fuel inventory is being completed for Q1. Fuel usage and adjusted balances will be provided in the April monthly report.

Snow Material Inventory

| Solid Deicer | Quantity On-Hand | Units |
|------------------------|------------------|-------|
| Ice Slicer | 849.55 | Tons |
| Rock Salt | 355.39 | Tons |
| Salt/Ice Slicer Mix | 13.68 | Tons |
| Total Inventory | 1,218.62 | |

| | | |
|-----------|--------|------|
| Anti Skid | 308.72 | Tons |
|-----------|--------|------|

City Material 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.

| | Budget | Previous Balance | Invoice Amount Received This Month | Remaining Balance |
|----------------------------|---------------|------------------|------------------------------------|-------------------|
| Snow Materials | \$ 287,500.00 | \$ 158,690.80 | \$ 18,312.03 | \$ 140,378.77 |
| Asphalt | \$ 41,700.00 | \$ 38,343.90 | \$ 1,291.76 | \$ 37,052.14 |
| Fuel | \$ 137,000.00 | \$ 125,172.26 | \$ 11,804.30 | \$ 113,367.96 |
| Traffic Signal Maintenance | \$ 165,375.00 | \$ 165,375.00 | \$ - | \$ - |