



City of Centennial

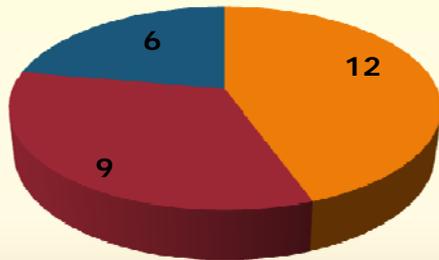
12503 East Euclid Drive, Suite 280 • Centennial, Colorado 80111
Phone 303.325.8000 • Fax 303.325.8019

PUBLIC WORKS OPERATIONS AND TRAFFIC ENGINEERING

**PROGRESS REPORT
MAY 1 –MAY 31, 2009**

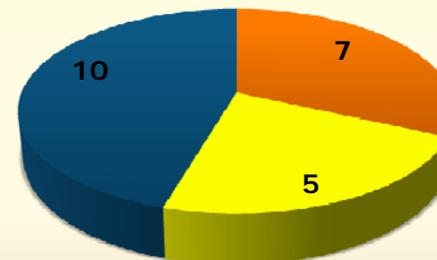
WORK REQUESTS BY DISTRICT AND TOP THREE ISSUES

District I - 53 Total Calls



- Street Maintenance
- Sidewalk/Curb/Gutter - Damage
- Pothole

District II - 40 Total Calls



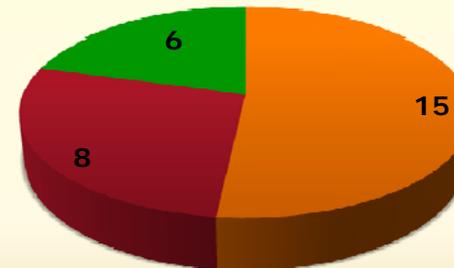
- Street Maintenance
- Traffic Signs
- Pothole

District III - 72 Total Calls



- Street Maintenance
- Traffic Signs
- Pothole

District IV - 58 Total Calls



- Street Maintenance
- Sidewalk/Curb/Gutter - Damage
- Traffic Signs

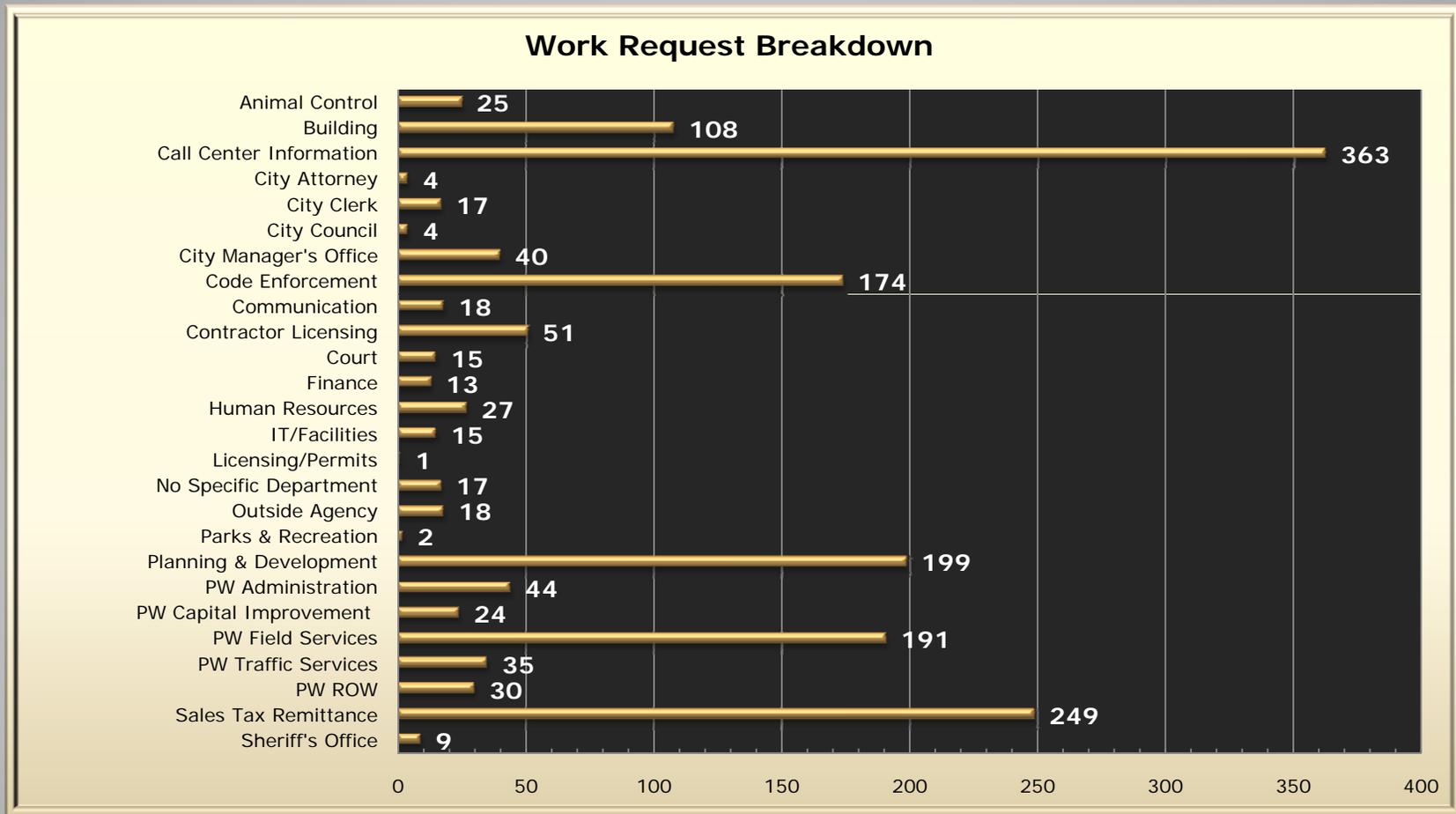
CALL CENTER ACTIVITY

May - 2009	Week 1	Week 2	Week 3	Week 4	MTD Total
	May 1-8	May 9-15	May 16-22	May 23-31	
Total Calls Received by Call Center	457	387	379	358	1,581
*Total Abandoned Calls	11	75	6	9	101
Total Calls Handled by Call Center	443	305	373	334	1,455
Total Calls Rolled Over to Answering Service During Business Hours	2	7	0	15	24
Total Calls Rolled over to Answering Service After Hours	6	4	0	19	29

*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

- Work requests received for the dates of May 1 –May 31, 2009 were 1,693



COMPLIANCE WITH STANDARDS

Month-To-Date Compliance Summary

Field and Traffic Services

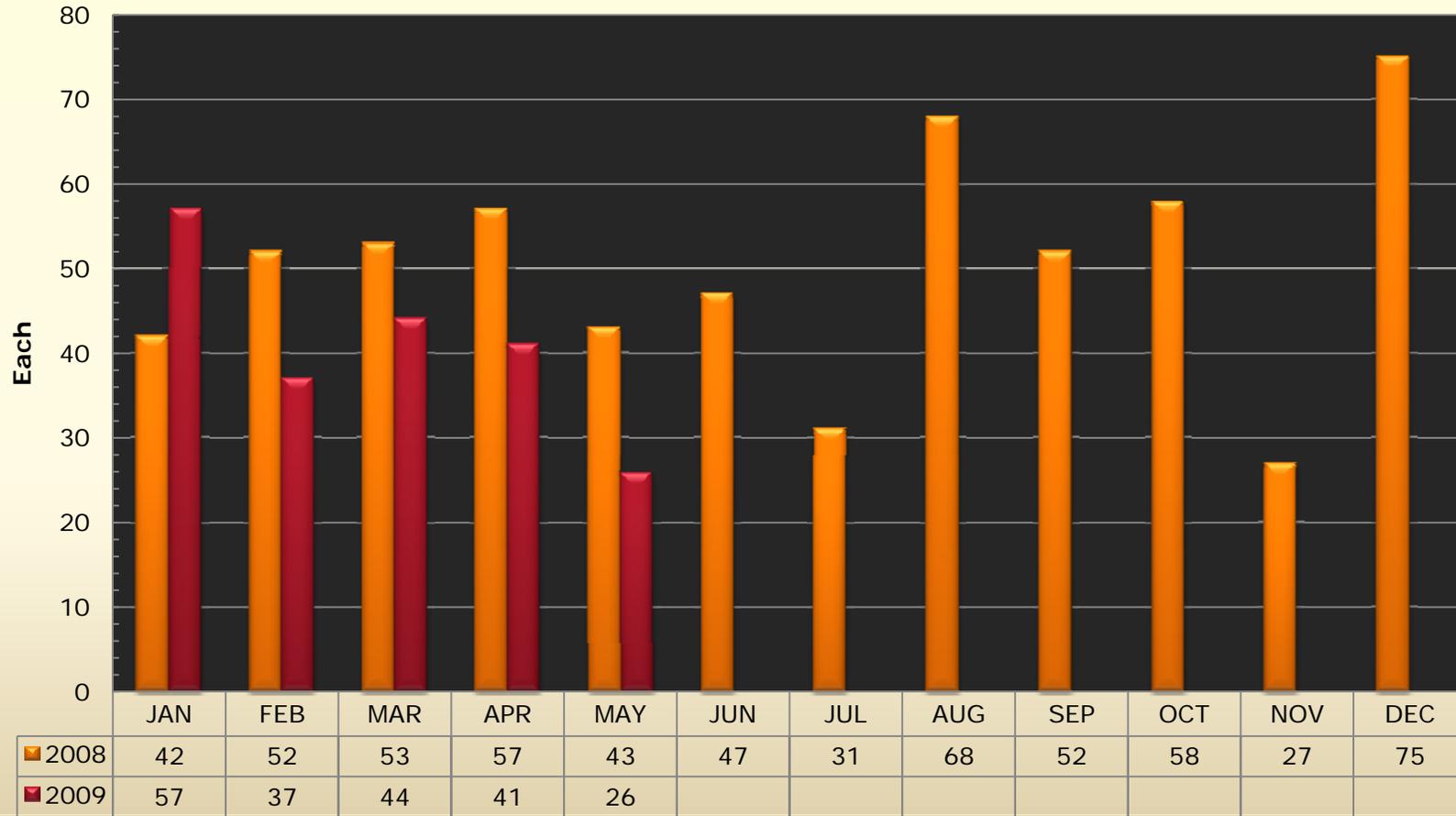
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hrs.)	27	85%	26	96%	.23
2 - Important (Completed within 3 Business Days)	54	85%	51	94%	1.55
3 - Standard (Completed within 10 Business Days)	30	85%	28	93%	5.04
4 - Preventative Maintenance (Scheduled Work)	131	N/A	N/A	N/A	N/A
Grand Total	242				

Call Center

Calls Answered Within 2 Minutes	1,581	85%	1,520	96%	N/A
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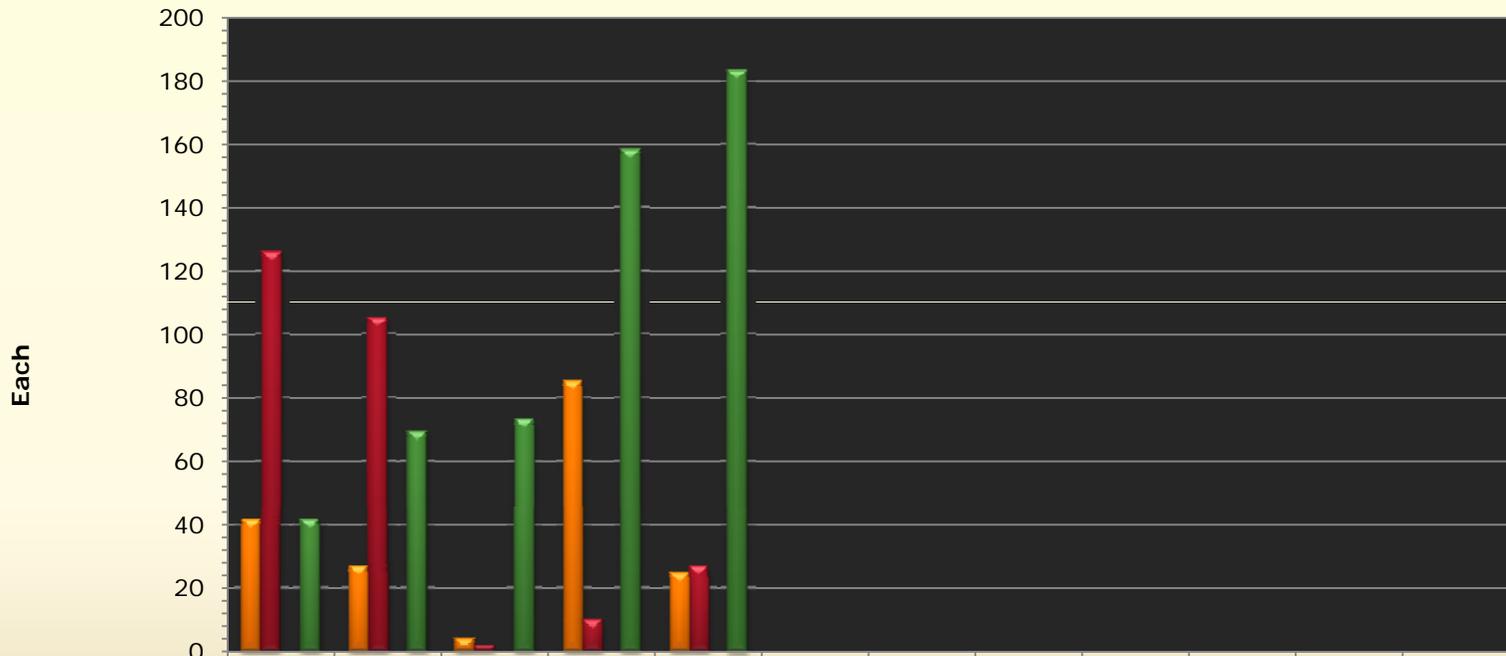
RIGHT-OF-WAY PERMIT ACTIVITY

Annual Comparative - Right-Of-Way Permits



TRAFFIC MAINTENANCE

Sign Installation, Maintenance and Inspection Activities

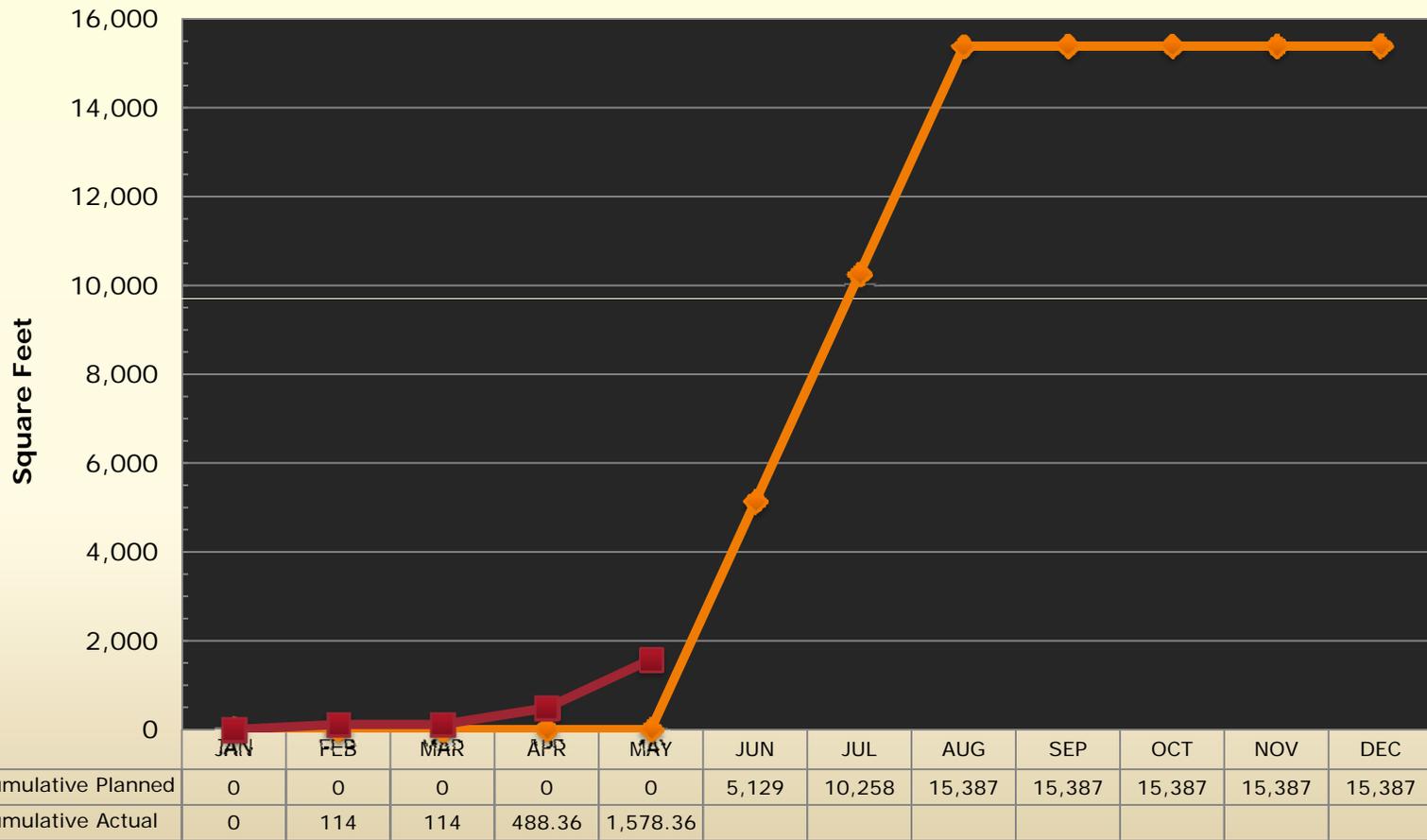


	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Installation	42	27	4	85	25							
Maintenance	126	105	2	10	27							
Inspection	0	0	0	0	0							
Cumulative Installation	42	69	73	158	183							

*The Maintenance and Inspection quantities are subject to change once the Traffic Module of CarteGraph is implemented

TRAFFIC MAINTENANCE

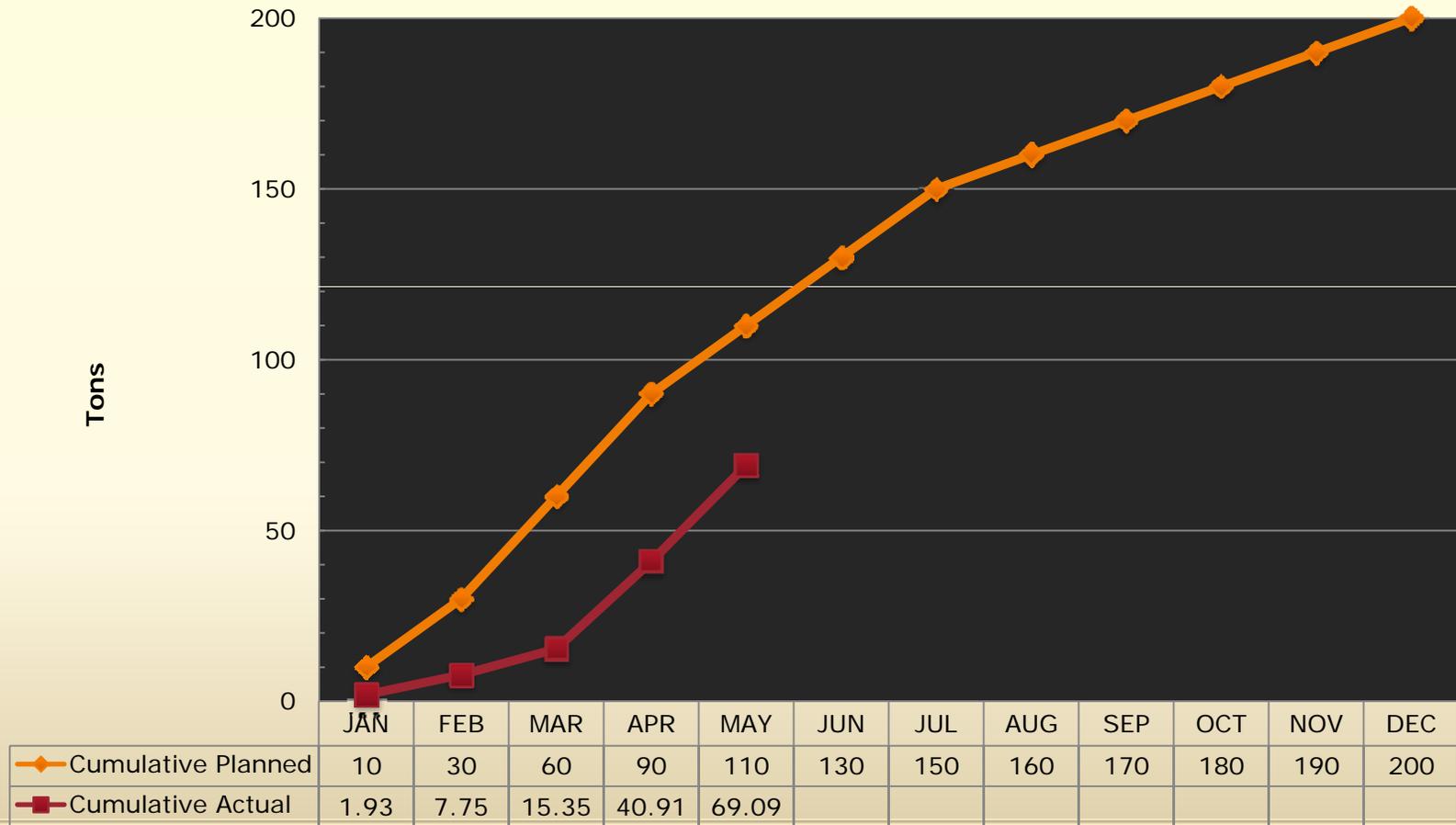
Crosswalks/Stop Bars



May 1 - May 31, 2009

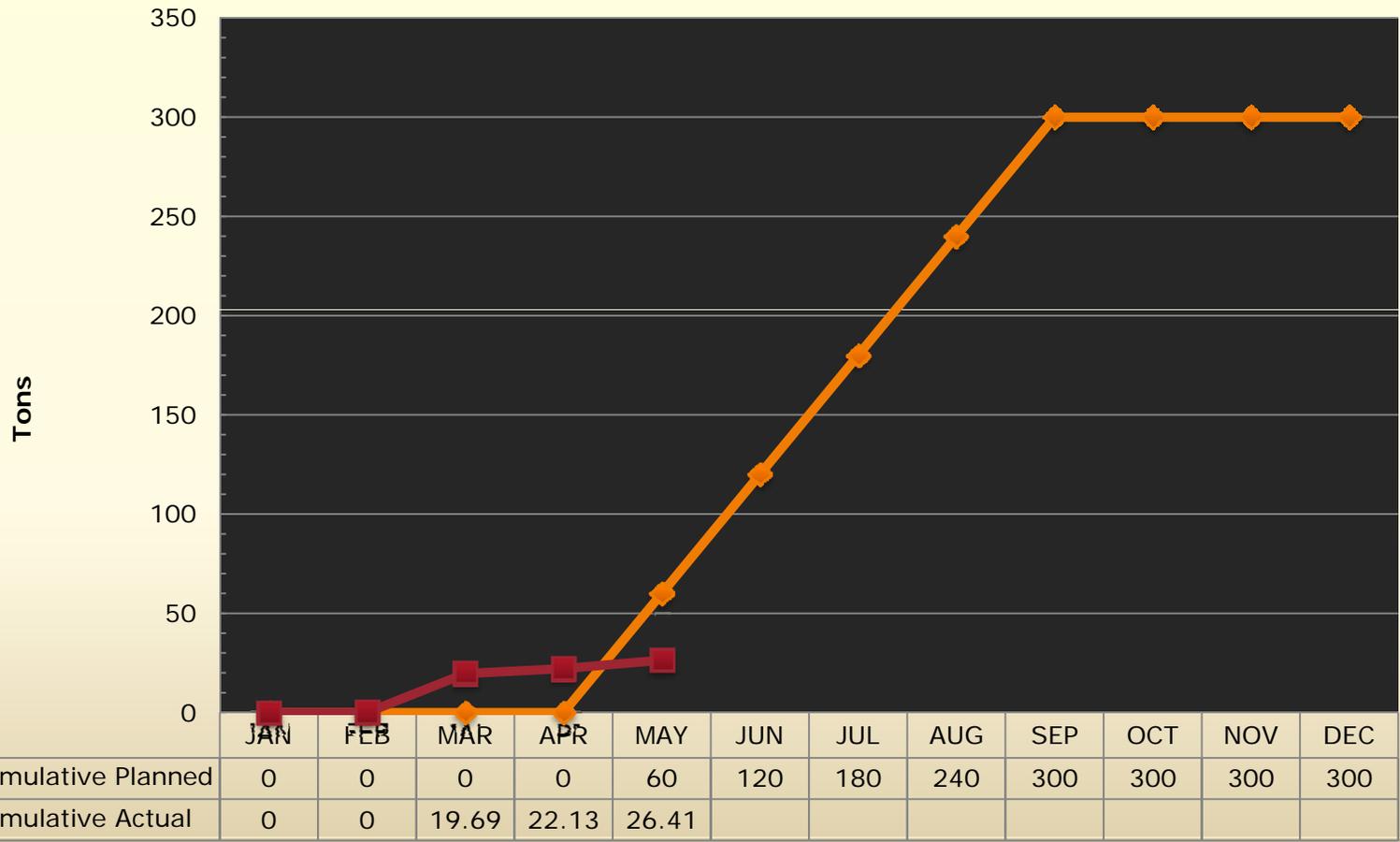
PAVEMENT MAINTENANCE

Pothole Patching



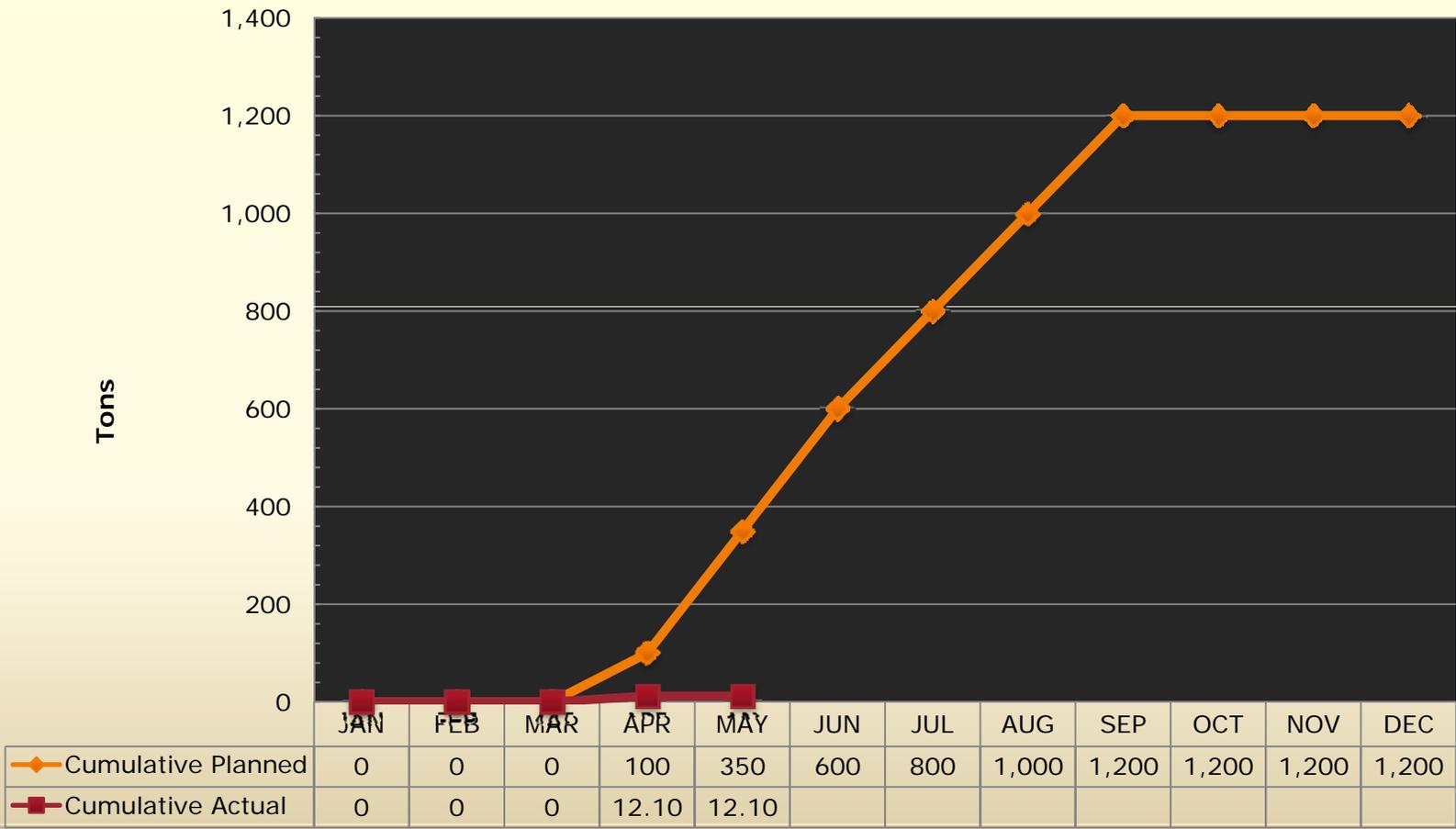
PAVEMENT MAINTENANCE

Patch Back



PAVEMENT MAINTENANCE

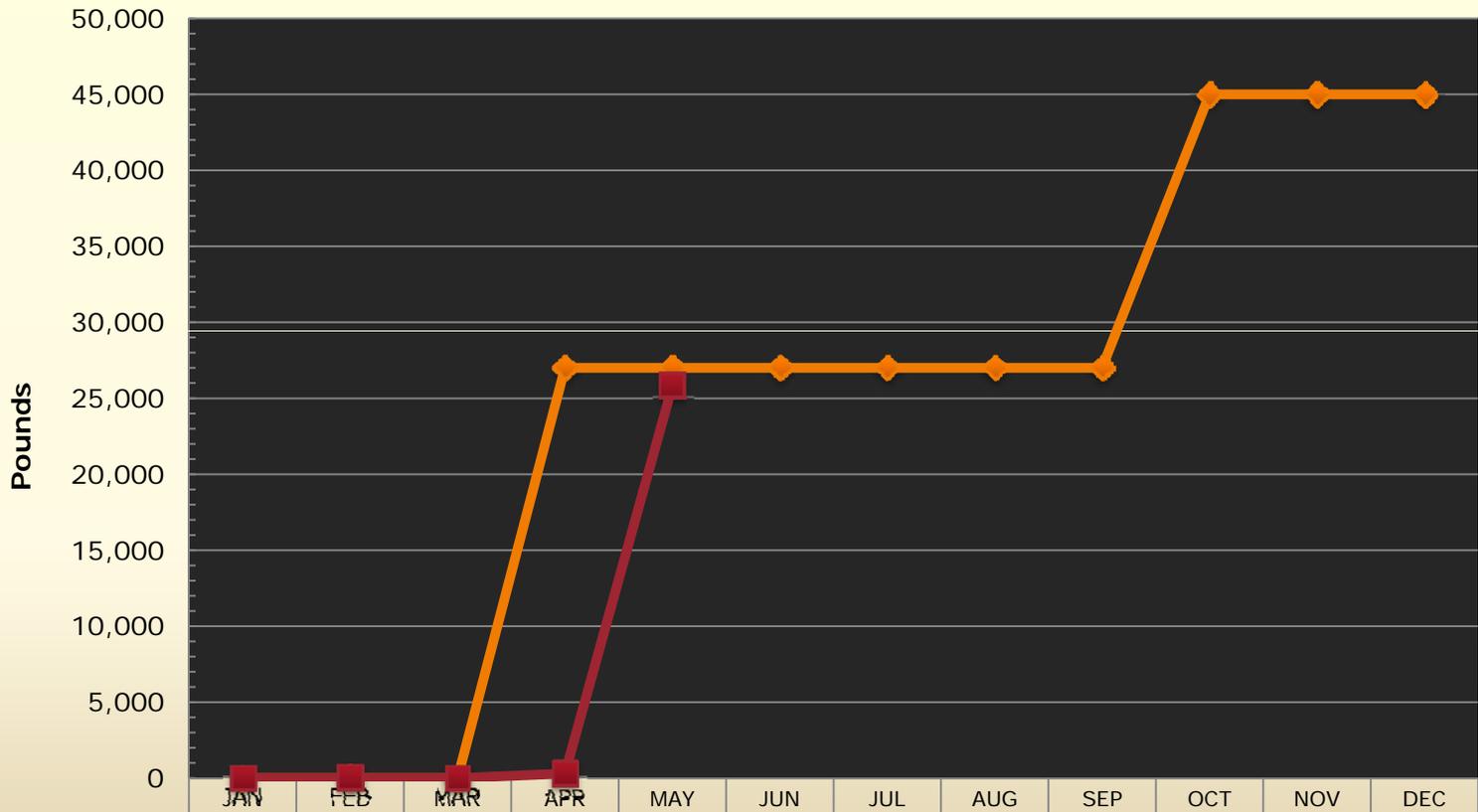
Major Patching



May 1 - May 31, 2009

PAVEMENT MAINTENANCE

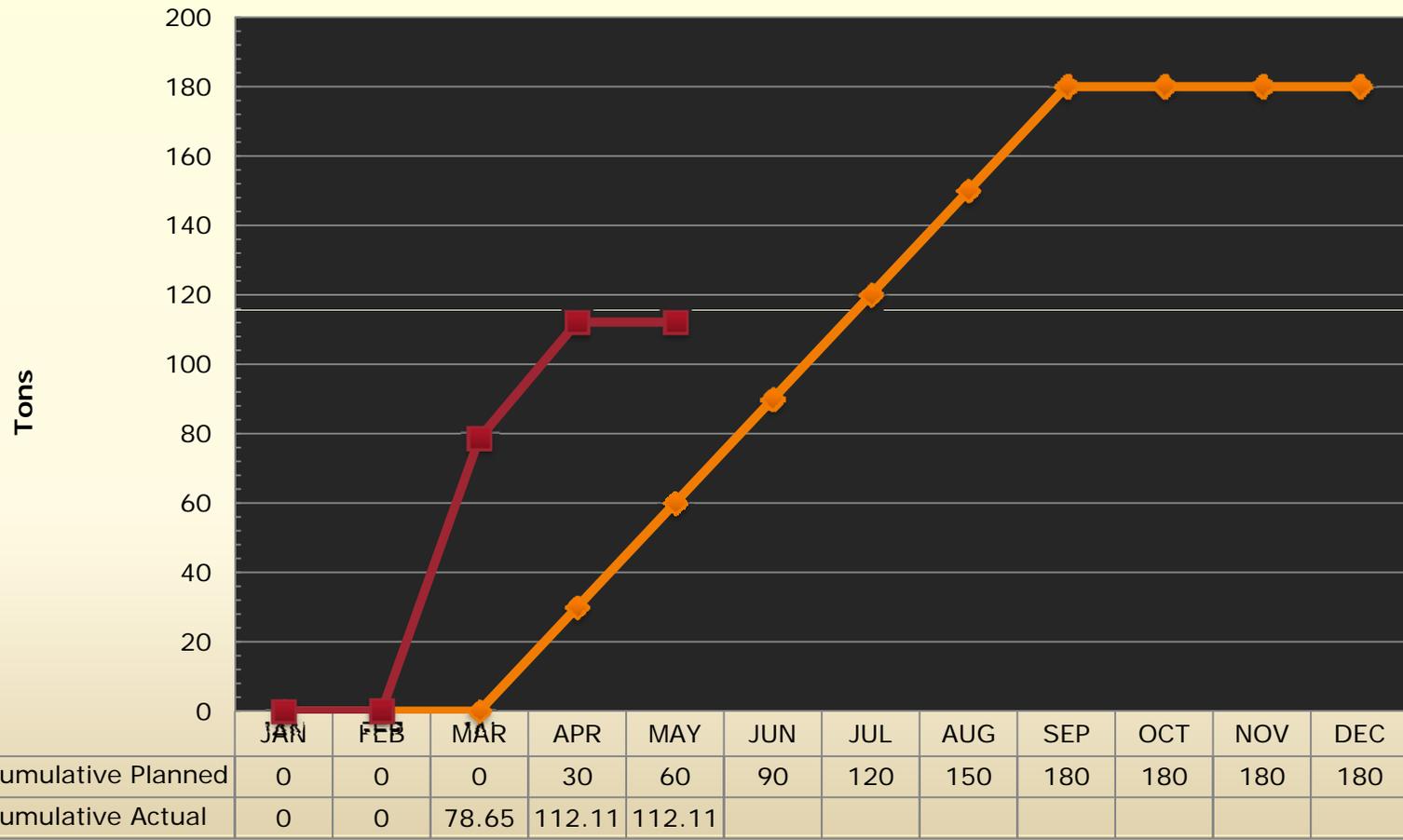
Crack Seal



—◆— Cumulative Planned	0	0	0	27,000	27,000	27,000	27,000	27,000	27,000	45,000	45,000	45,000
—■— Cumulative Actual	0	0	0	300	25,800							

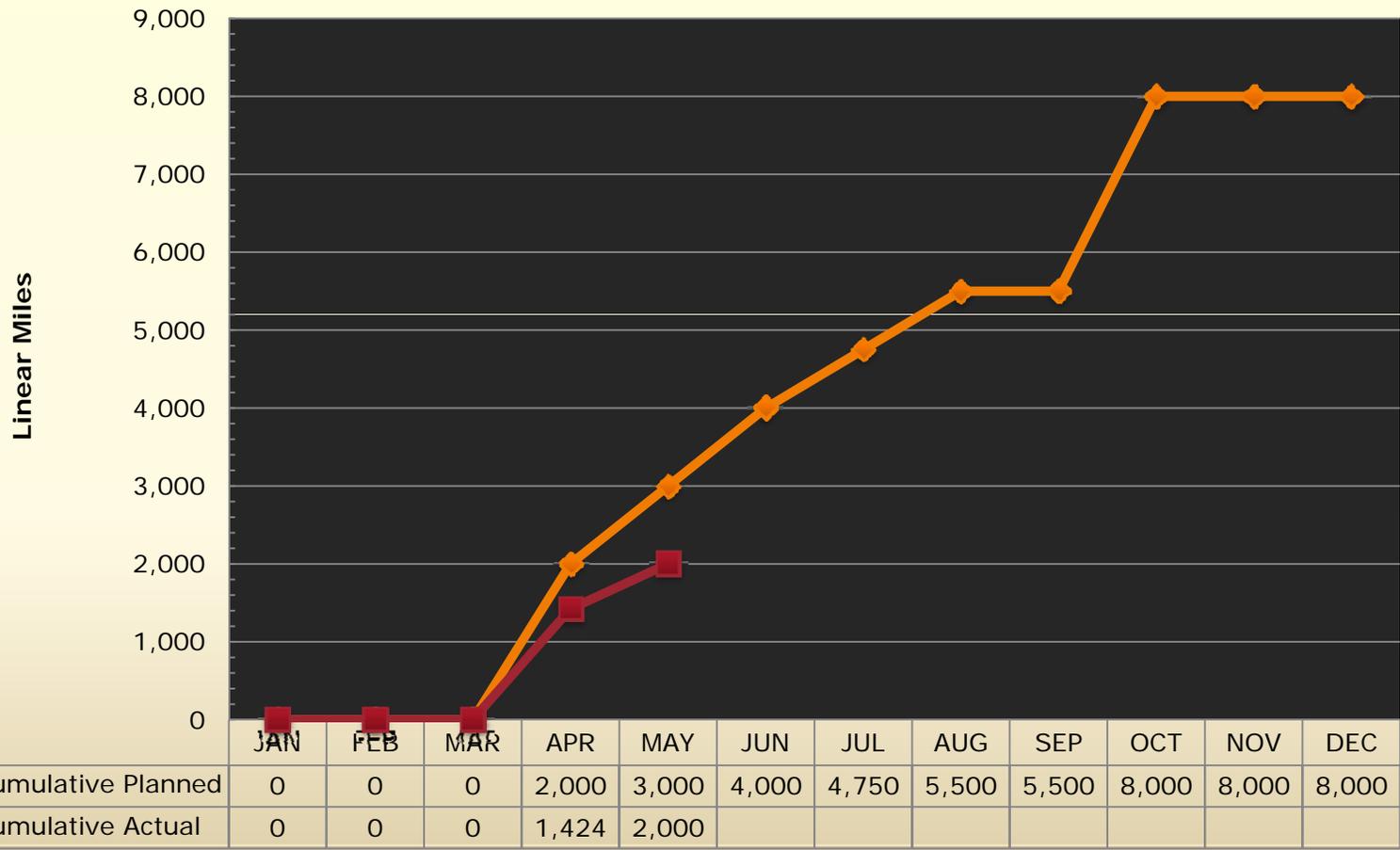
STREET MAINTENANCE

Gravel Maintenance



STREET MAINTENANCE

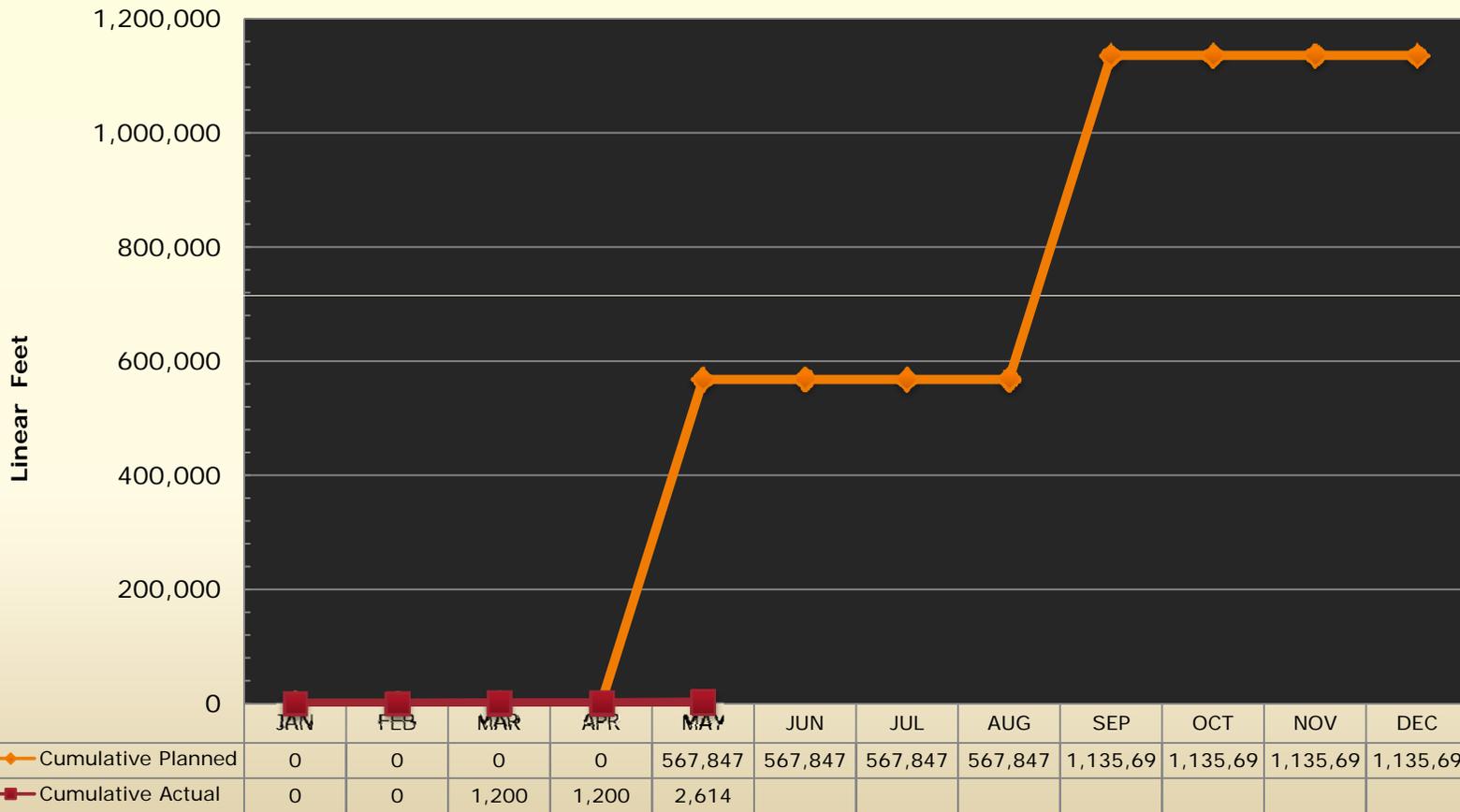
Street Sweeping



*A total of 2,472 linear miles have been completed, reporting 2,000 YTD linear miles due to quality issue

STREET MAINTENANCE

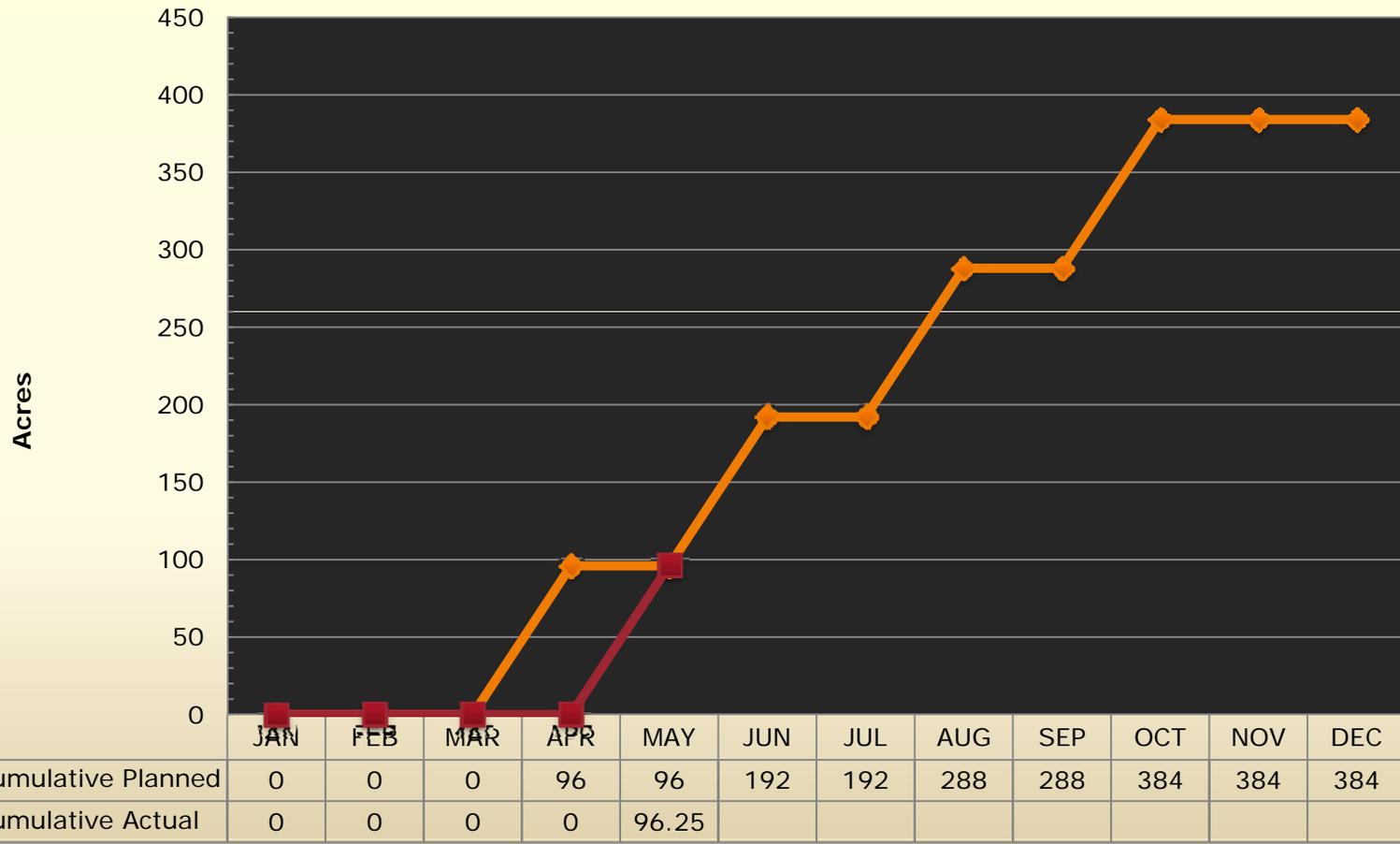
Lane Striping



May 1 - May 31, 2009

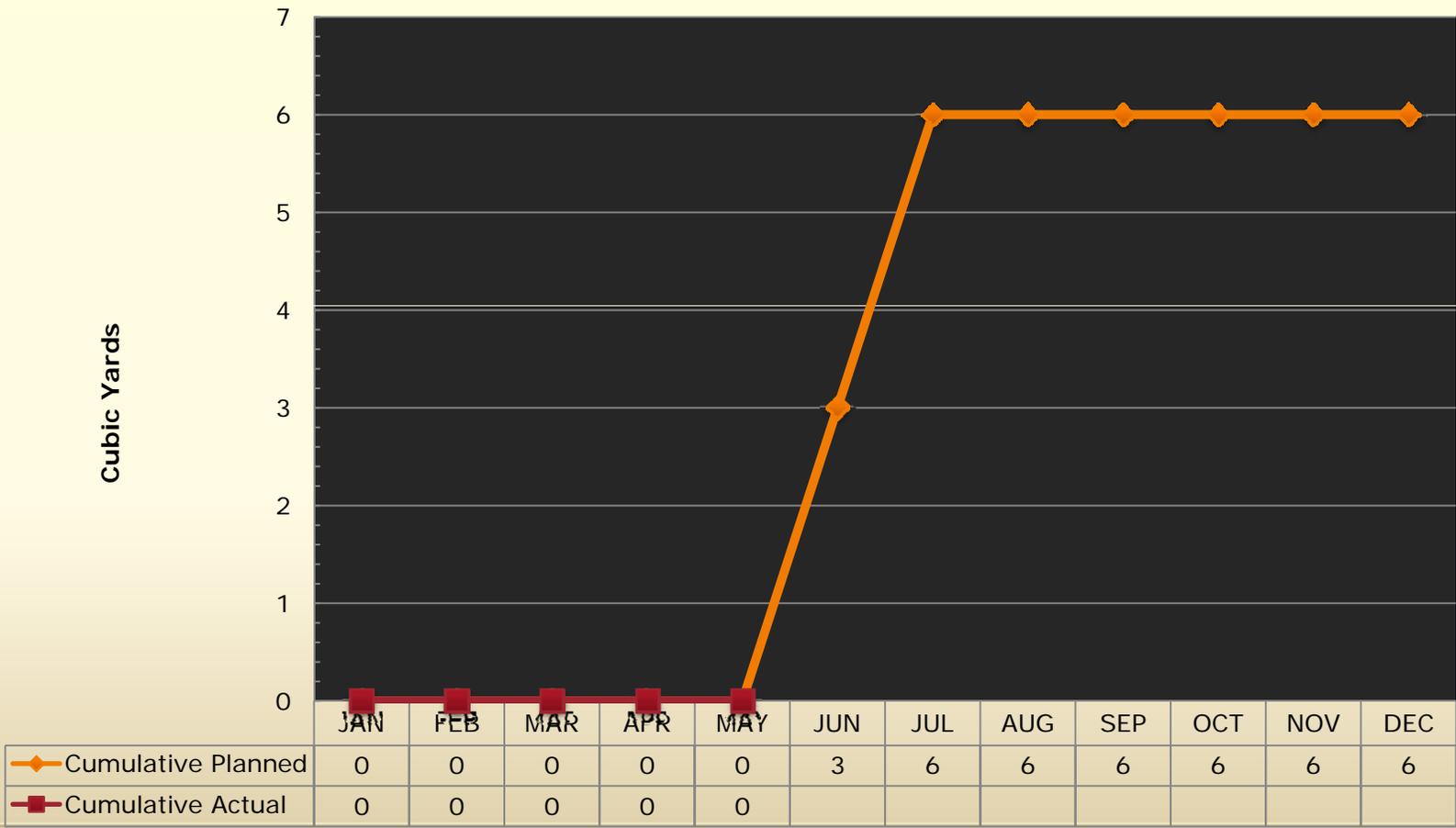
RIGHT-OF-WAY MAINTENANCE

Weed and Debris Control



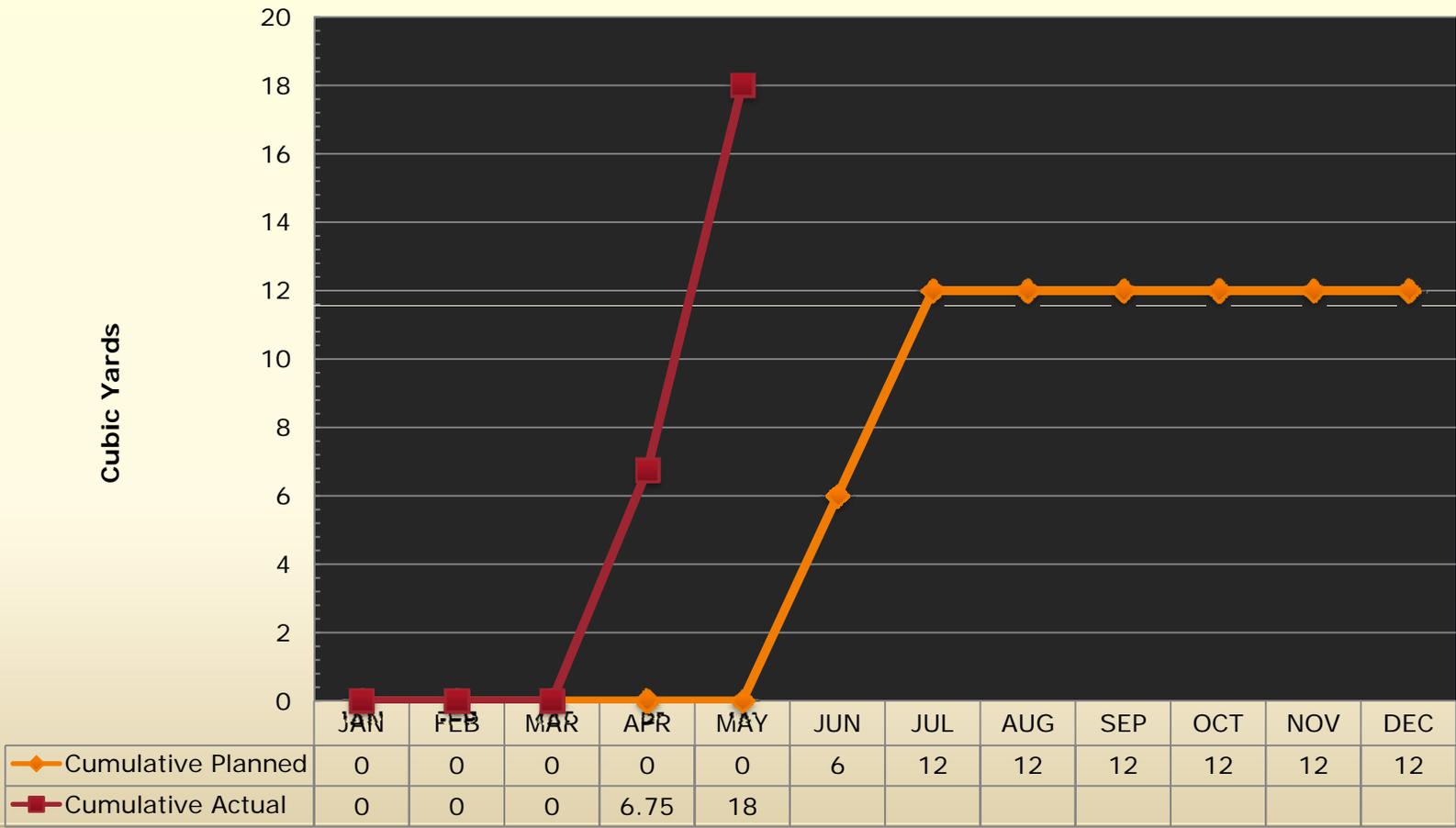
CONCRETE REPLACEMENT

ADA Ramps



CONCRETE REPLACEMENT

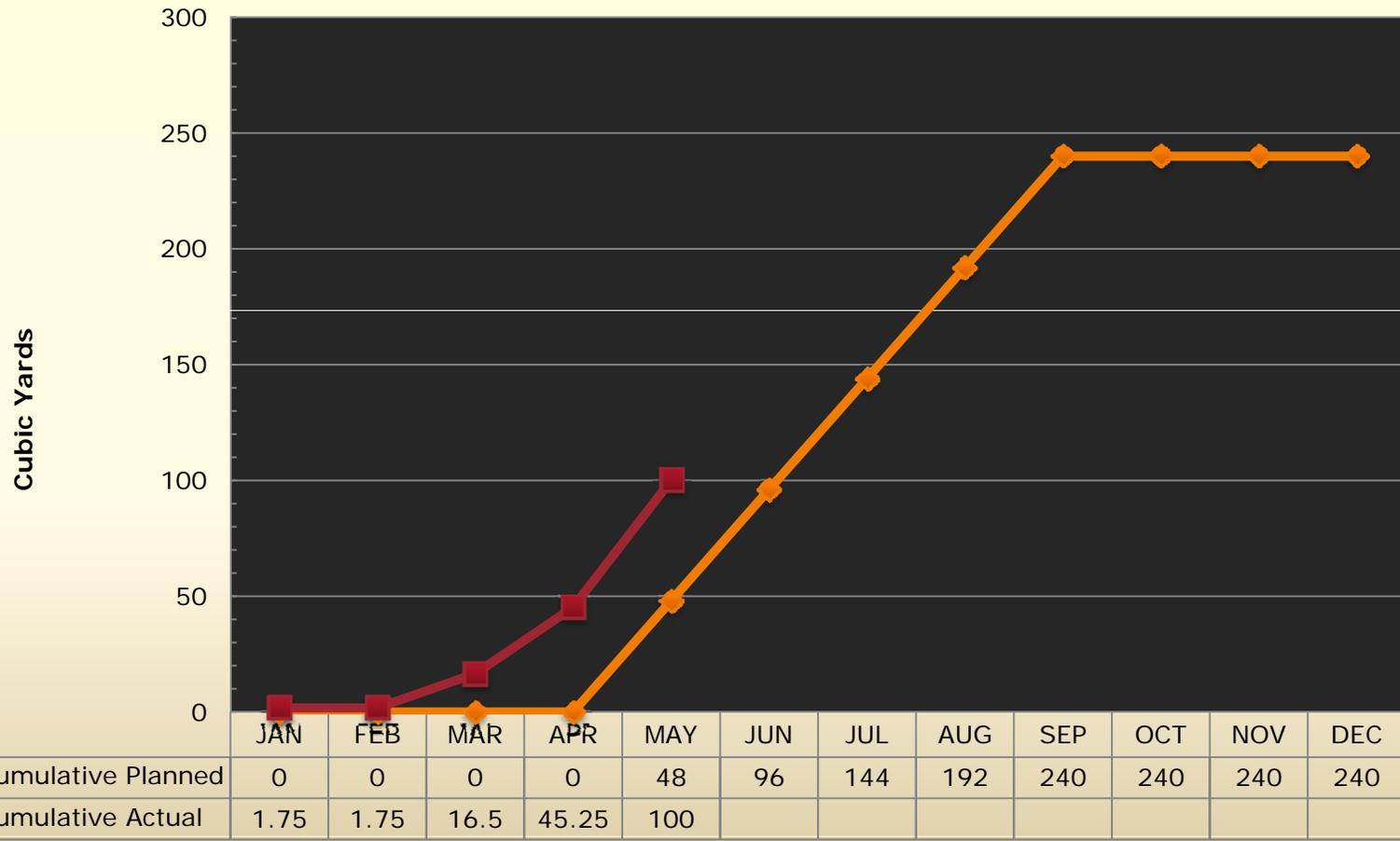
Crosspans and Aprons



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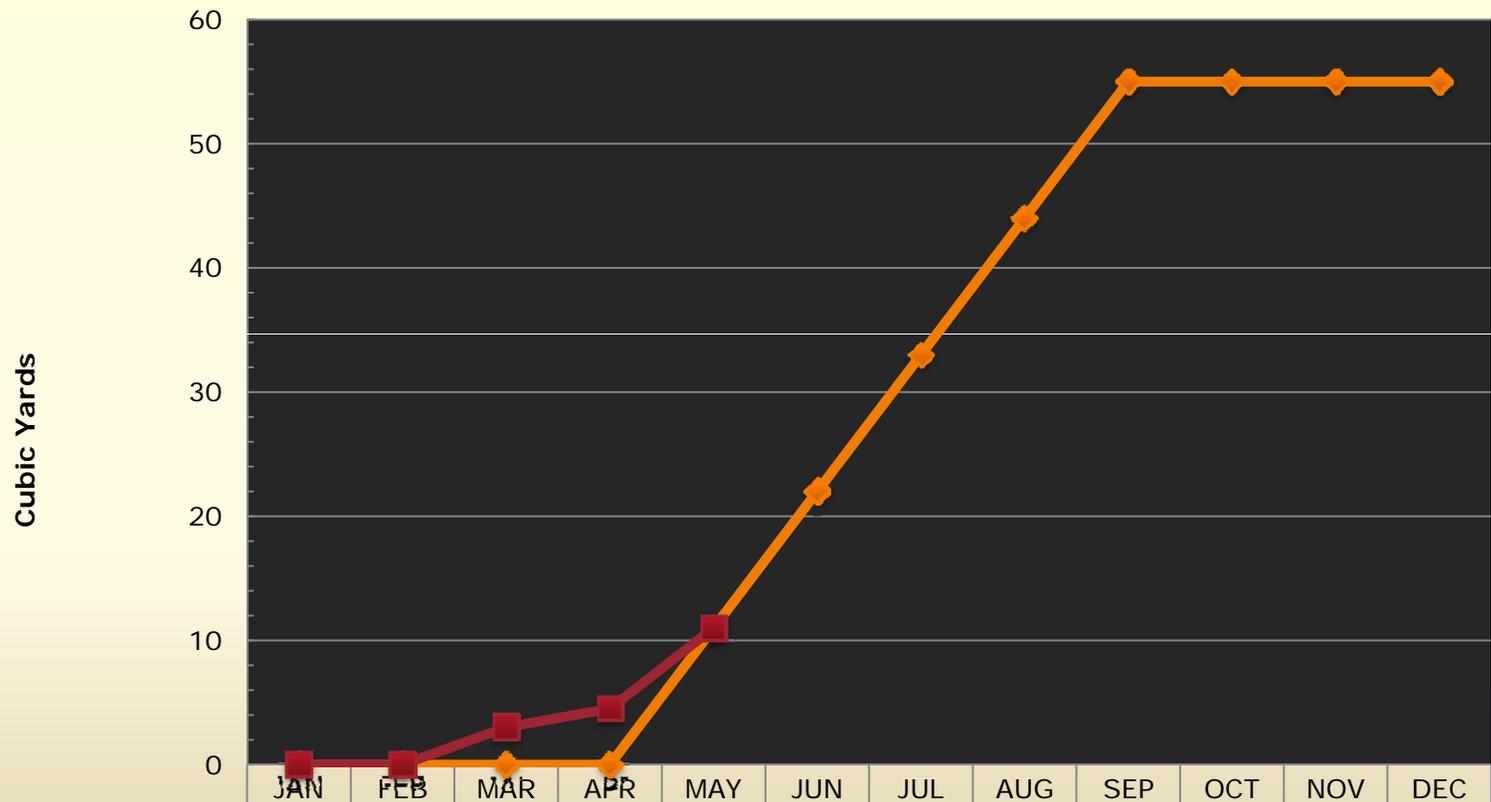
CONCRETE REPLACEMENT

Curb, Gutter and Sidewalk Combination



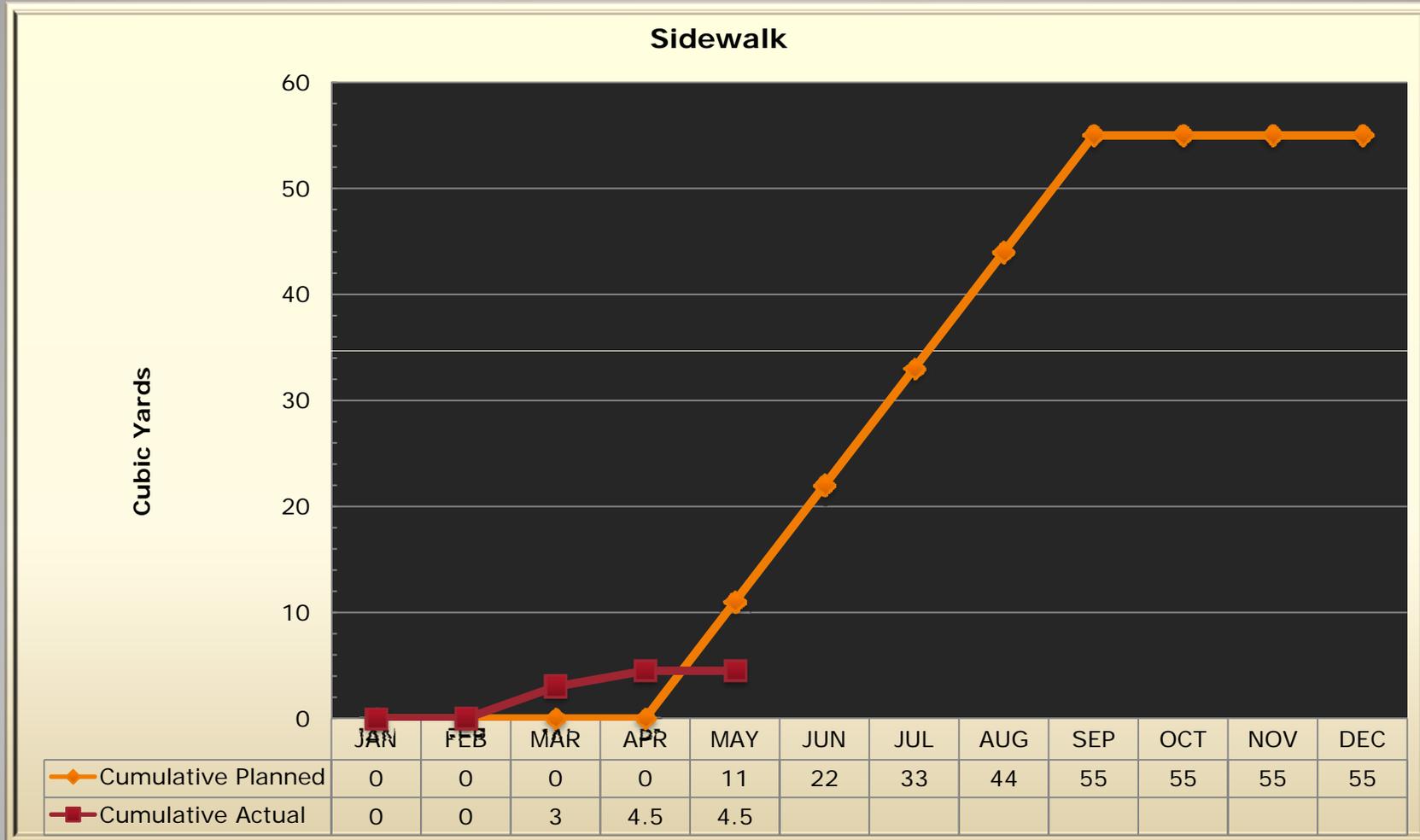
CONCRETE REPLACEMENT

Curb and Gutter



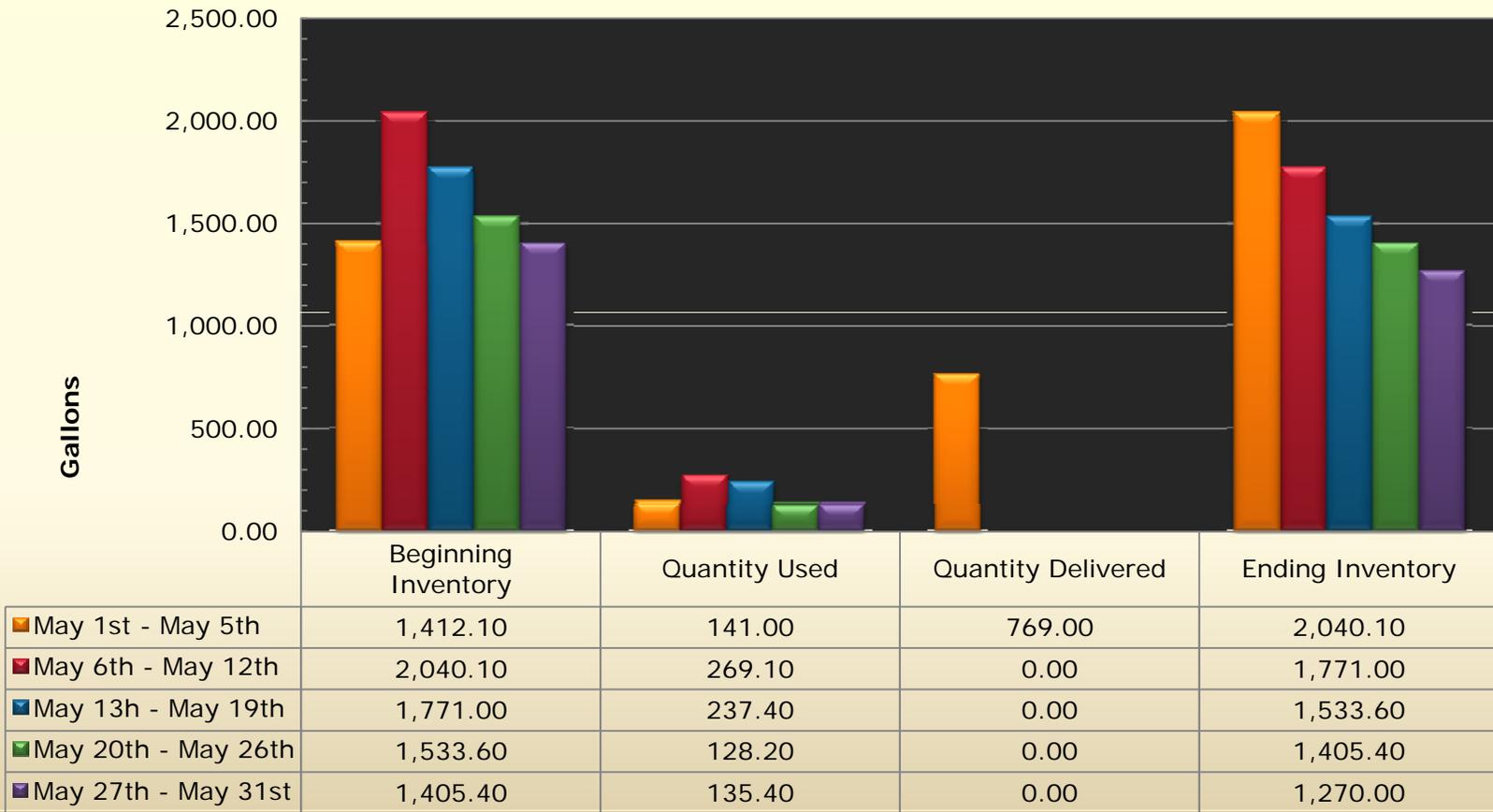
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
◆ Cumulative Planned	0	0	0	0	11	22	33	44	55	55	55	55
■ Cumulative Actual	0	0	3	4.5	11							

CONCRETE REPLACEMENT



MATERIAL INVENTORY

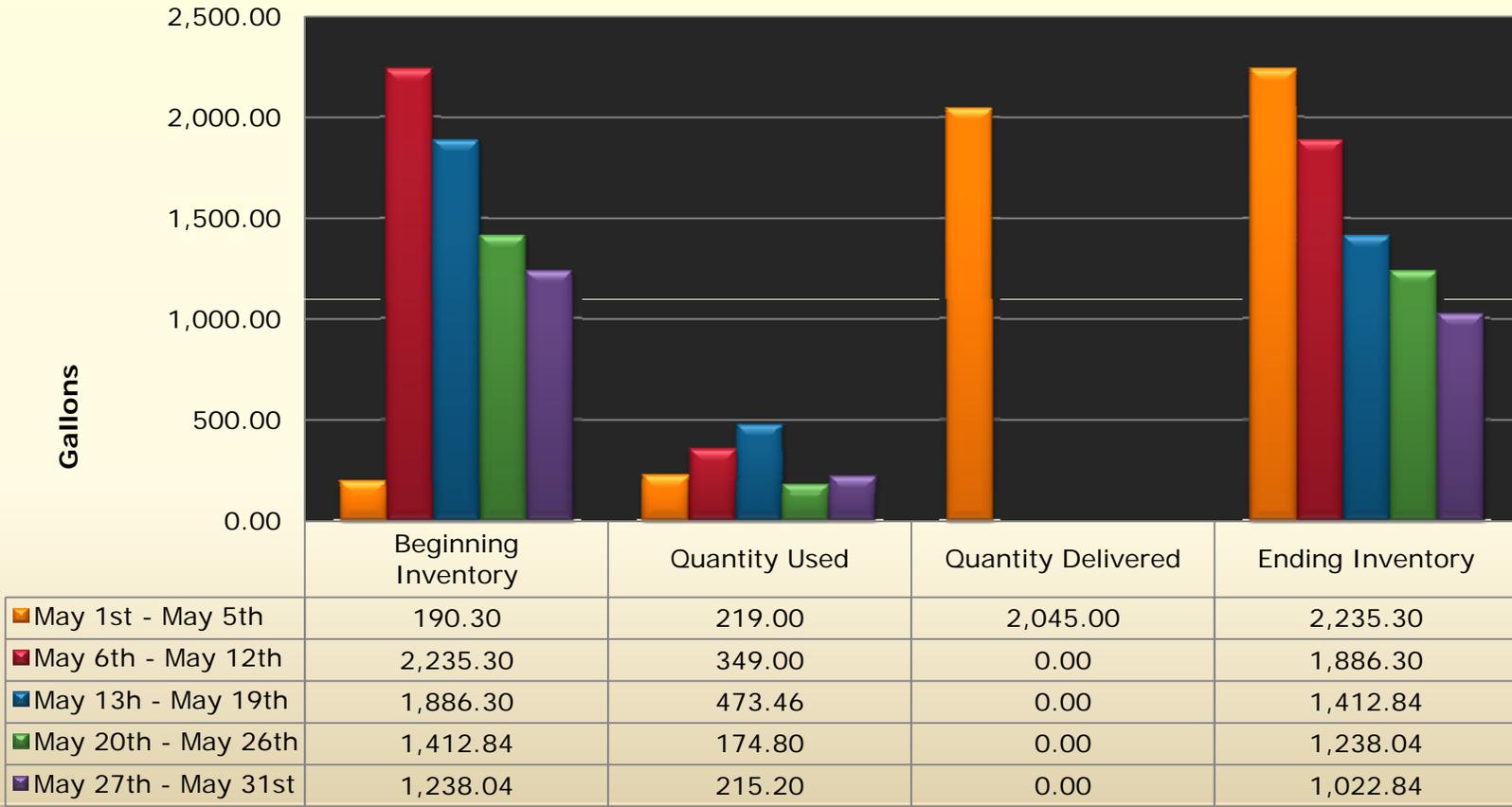
Unleaded Fuel



- 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.

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.

A LOOK AHEAD

- Another round of mowing will begin the week of June 8th, 96 acres of mowing will be addressed on our citywide established routes
- Concrete replacement for sidewalks, curb and gutters will continue through the month of June
- The crews will be installing thermoplastic pavement markings for designated areas for crosswalks
- Small asphalt patches and pothole repairs are ongoing for the month of June
- Prepare the 2008 NTMP Fox Ridge-Mineral staff report for July Council approval of traffic mitigation plan
- Prepare Signal Pole Nondestructive Inspections staff report for July Council approval of contract
- Begin processing data for 2009 NTMP Prioritization Report
- Begin importing accident data into accident analysis software
- Prepare crosswalk striping plan for Field Services implementation during school summer break
- Continue work on the Arapahoe Rd, Waco to Himalaya, signal retiming project