



City of Centennial
Public Works Department
Operations and Traffic Engineering
Monthly Report - November 2009

ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,622.
- [Work Requests](#) – The total number of work requests received were 2,027.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed 100% in compliance, and the Call Center compliance metric was 94%.
- [Right-Of-Way Permits](#) – There were 29 permits issued in November compared to 27 in 2008.
- [Traffic Maintenance](#) – 10 signs were installed and 5 were replaced for the month of November.
- [Pavement Maintenance](#) – The crews will continue to address pothole patching and crack seal activities.
- [Concrete Replacement](#) – The 2009 program is completed and will resume in 2010.
- [Mowing, Sweeping and Shoulder Maintenance](#) – Mowing is complete for 2009, sweeping and shoulder work continues.
- [Performance Measures](#)
- [Fuel Inventory](#) – [Unleaded Fuel Usage](#) and [Diesel Fuel Usage](#)
- [Snow Material Inventory](#)

REVENUE

The November right-of-way permit revenue is \$15,088 and the YTD average is \$33,351.

PUBLIC WORKS MAJOR ACTIVITIES

Snow Management – A large snow storm struck Centennial in November with more than nine (9.3) inches of snow being reported. The storm began on Friday, November 13th and ended on Monday, November 16th. Crews plowed 6,146 miles and used approximately 269 tons of granular material.

GPS - Public Works purchased a new Global Positioning System (GPS) from a Centennial based company for the snow plow trucks. The system will enable Public Works staff and City administrators to view all 12 trucks, at once, on their computer screen. As the trucks travel throughout the City, their locations will be recorded in five second intervals on the City map. GPS assists Public Works managers and supervisors in managing snow plows for efficiency, coverage and redirection to areas that may need immediate attention.

Winter Material Storage Facility - The Public Works storage building for granular deicing material (rock salt and Ice Slicer) has been lengthened with additional panels to increase the building storage capacity by 30%. The increased capacity provides added assurance that the City will have adequate granular material available throughout the winter season.

A LOOK AHEAD

- Traffic Engineer Services (TES) plans to develop a sign inspection and maintenance program for the City.
- Conduct a review of the NTMP policy and develop recommendations to improve the program.
- Coordinate the repair and/or replacement of signal poles identified through the nondestructive testing project.
- Load 2007 through year-to-date 2009 accident data into Intersection Magic software and create collision diagrams for intersections, which will be used to identify high-accident locations that may qualify for CDOT Hazard Elimination System funding.
- Coordinate the implementation of the signing and striping plan for Clarkson Street, Arapahoe Road to Dry Creek Road, to address traffic issues.
- Continue TES efforts on the signal re-timing project for Arapahoe Road, Parker Road to Liverpool Street.
- Perform minor bridge maintenance and repairs on several bridges within the City, shoulder work, pavement repairs and sign maintenance will continue throughout the month of December.
- Field Services will also perform snow management activities when needed.

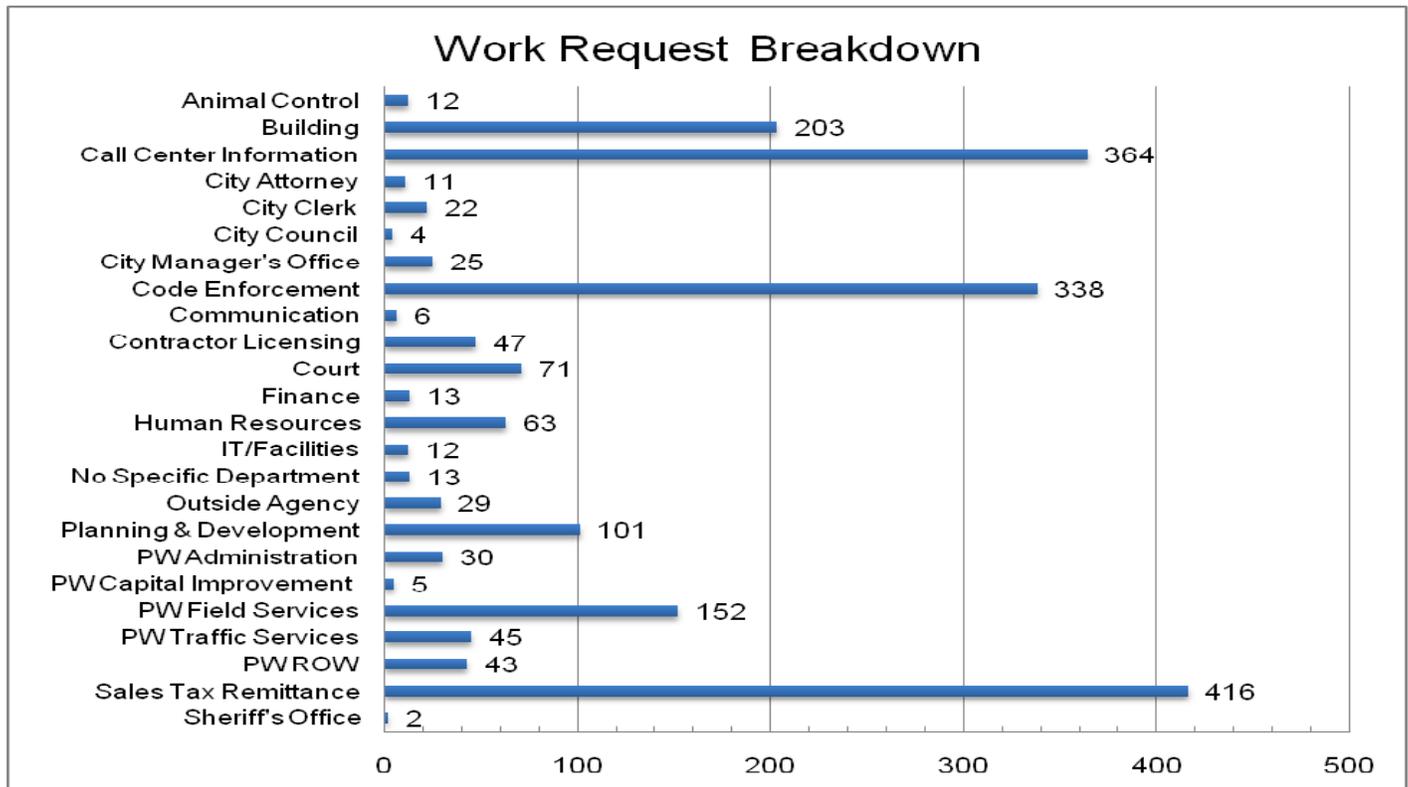
Call Center

In November, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,622, which includes web requests. In total, 54 calls were routed to the answering service during and after business hours. Overall, for the month of November, the Call Center had a 94% compliance metric of answering phone calls within 120 seconds.

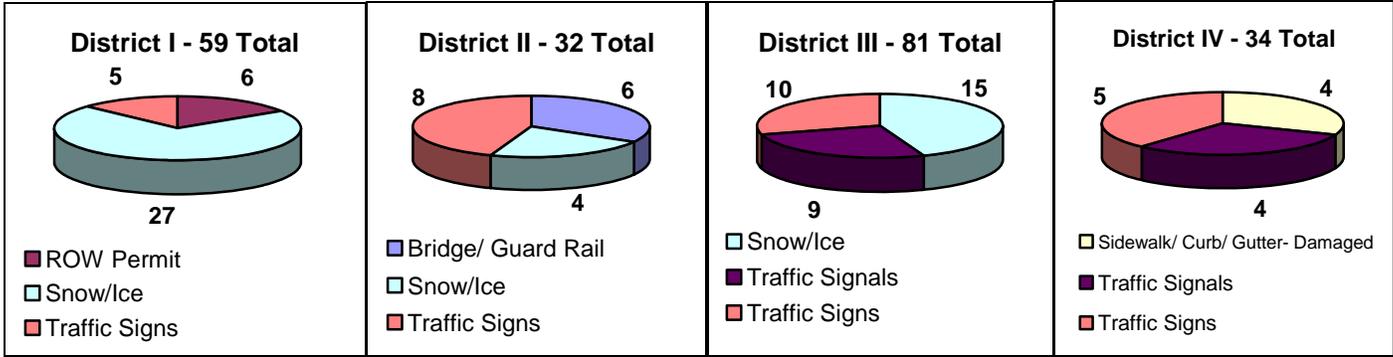
| November - 2009 | Week 1 | Week 2 | Week 3 | Week 4 | MTD |
|--|-----------|----------|-----------|-----------|-------|
| | Nov 1 - 6 | Nov 7-13 | Nov 14-20 | Nov 21-30 | Total |
| Web Requests | 11 | 8 | 10 | 10 | 39 |
| Total Calls Handled by Call Center | 500 | 356 | 384 | 343 | 1,583 |
| Total Metric for Call Center | 511 | 364 | 394 | 353 | 1,622 |
| Total Calls Rolled Over to Answering Service During Business Hours | 3 | 1 | 1 | 3 | 8 |
| Total Calls Rolled over to Answering Service After Hours | 4 | 21 | 11 | 10 | 46 |

Work Request Breakdown

The work requests received by the City for the month of November were 2,027.



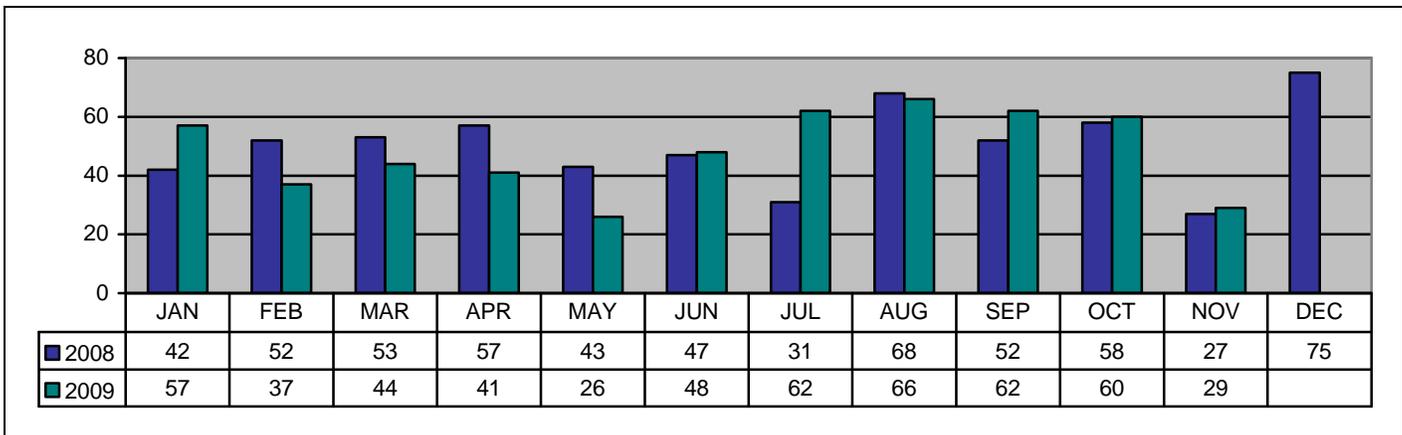
Work Request by District and Top Three Issues



Compliance Summary

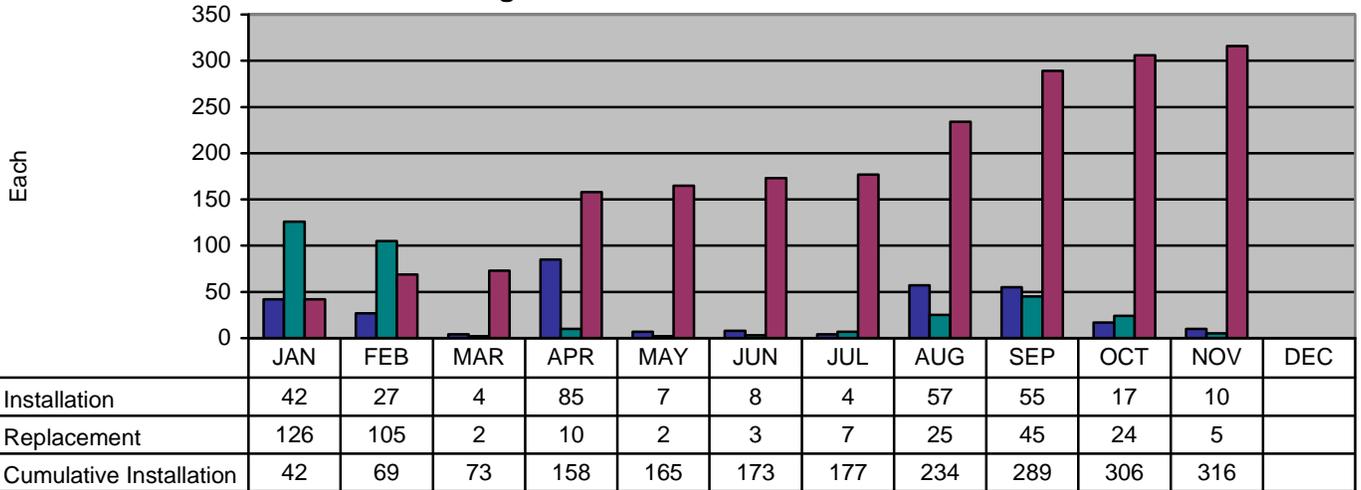
| Field and Traffic Services | | | | | |
|---|----------------------------------|---------------------|-------------------------|--------------|-----------------------|
| Work Request by Priority | Received Total | Compliance Standard | Completed in Compliance | Compliance % | Average Days to Close |
| 1 - Urgent (Completed within 24 Hours) | 24 | 85% | 24 | 100% | 0.17 |
| 2 - Important (Completed within 3 Business Days) | 21 | 85% | 21 | 100% | 1.05 |
| 3 - Standard (Completed within 10 Business Days) | 12 | 85% | 12 | 100% | 3.78 |
| 4 - Preventative Maintenance (Scheduled Work) | 174 | N/A | N/A | N/A | N/A |
| Grand Total | 231 | | | | |
| Call Center | | | | | |
| Calls Answered Within 2 Minutes | Total Calls/Web Requests Handled | | Compliance Standard | | Compliance % |
| | 1,622 | | 85% | | 94% |

Annual Comparative Right-Of-Way Permits

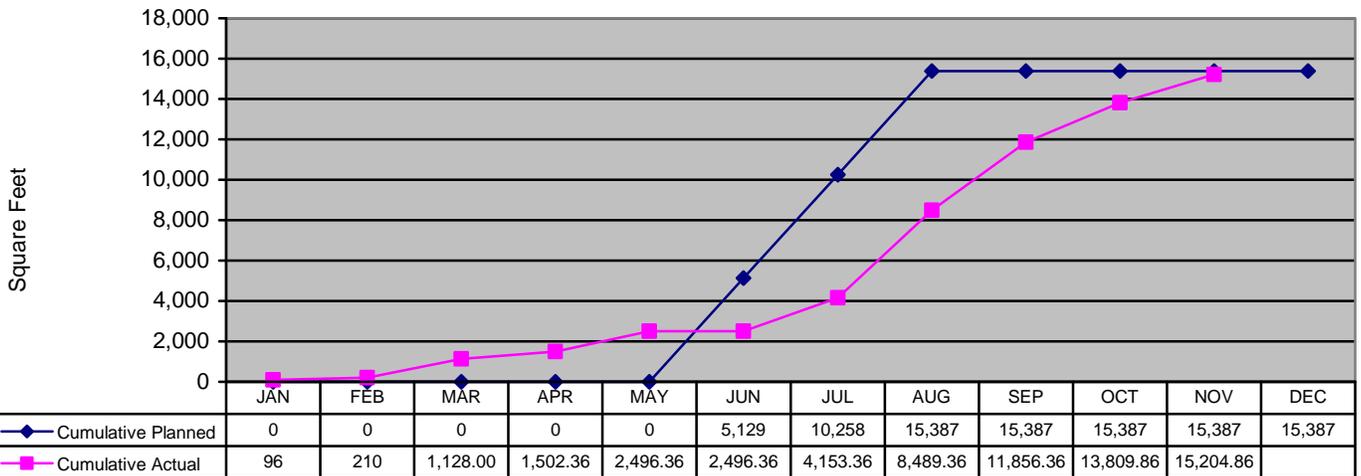


Traffic Maintenance

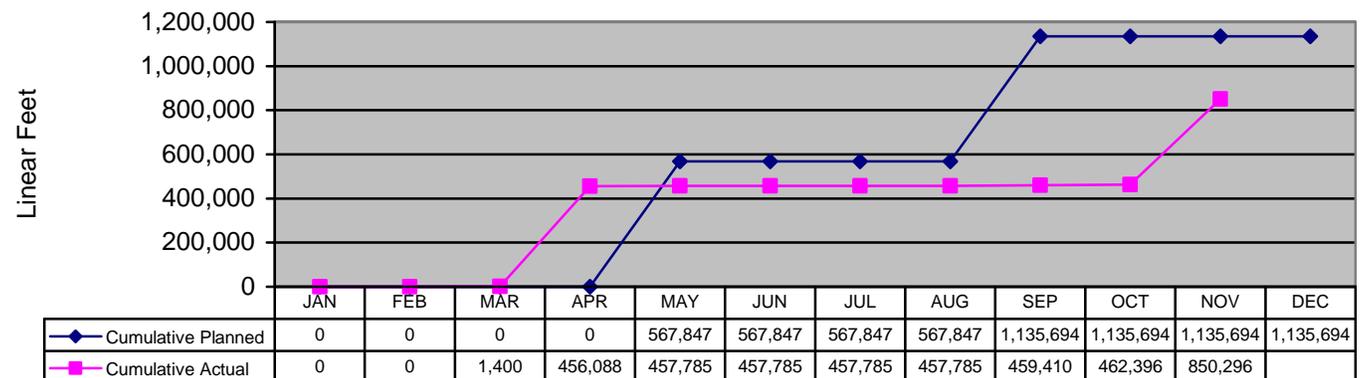
Sign Installation and Activities



Crosswalks/Stopbars

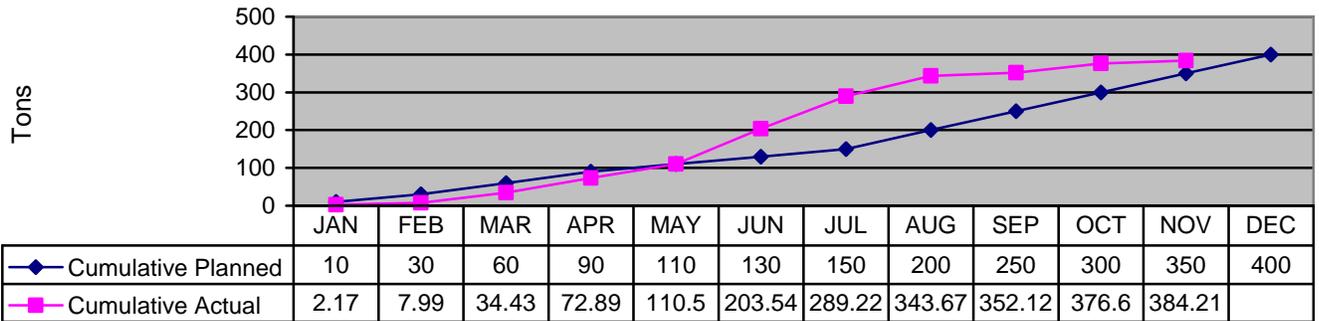


Lane Striping

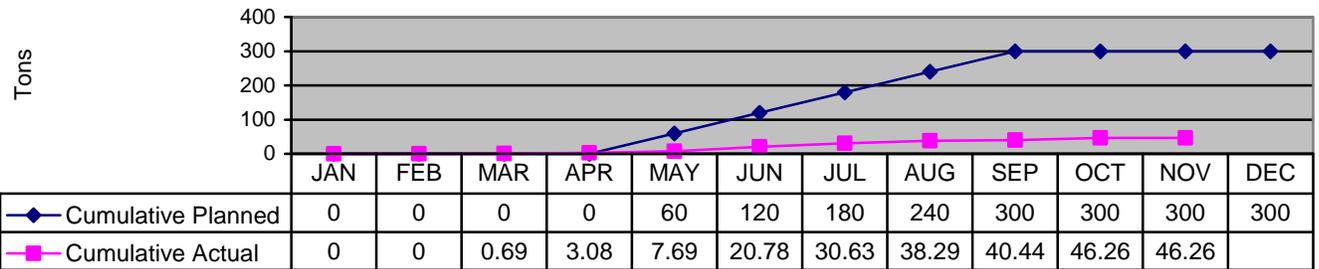


Pavement Maintenance

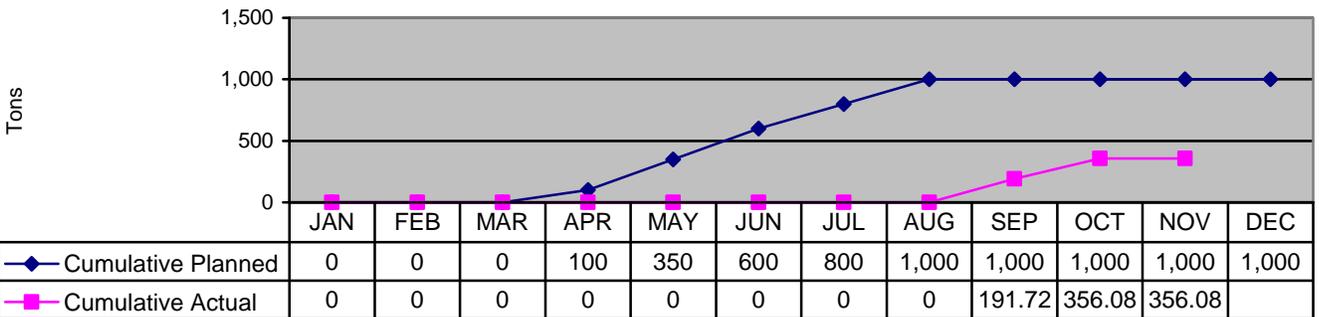
Pothole Patching



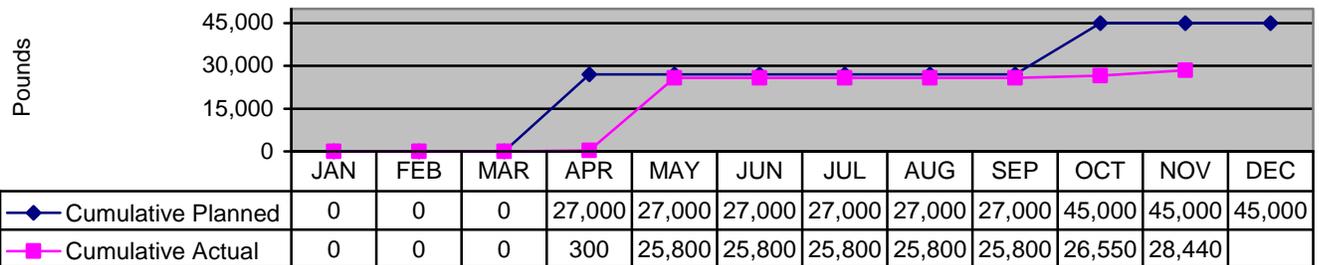
Patch Back



Major Patching

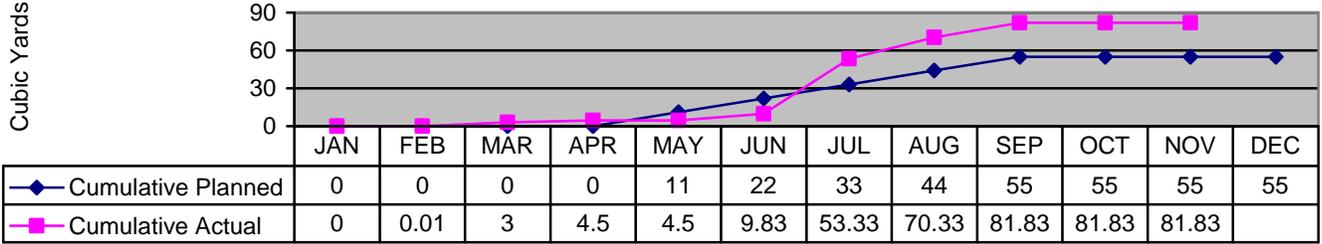


Crack Seal

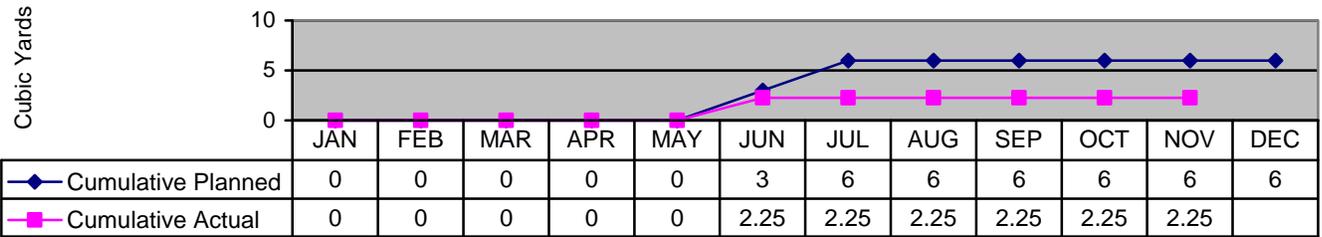


Concrete Replacement

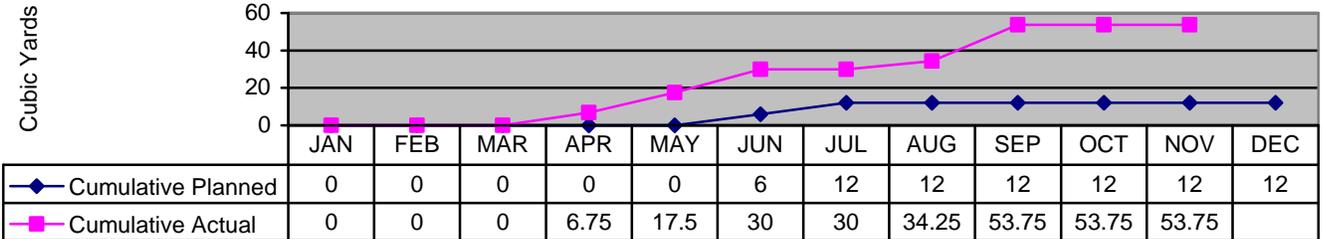
Sidewalk



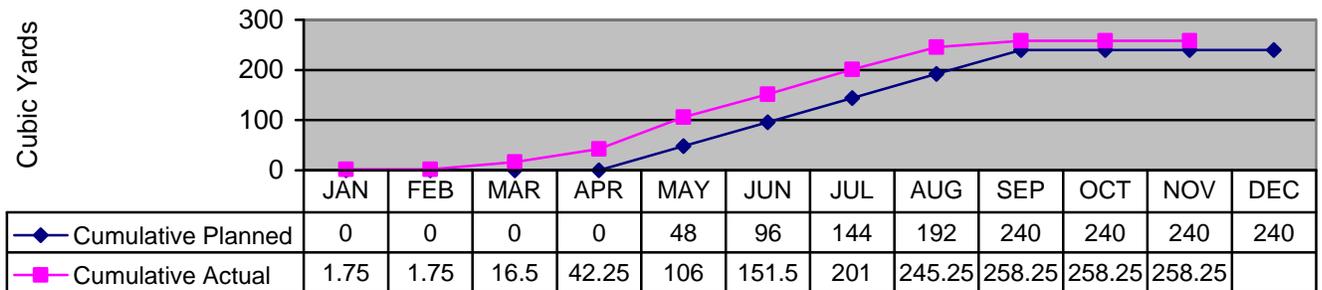
ADA Ramps



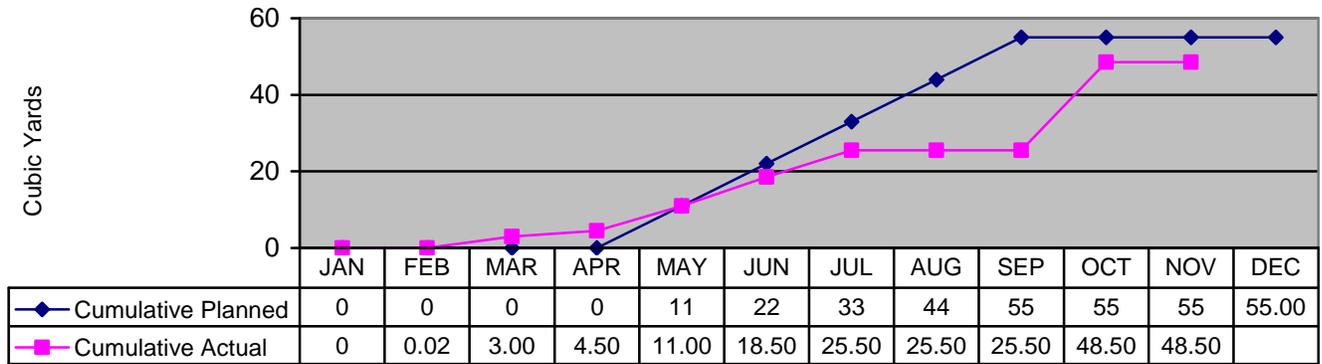
Crosspans and Aprons



Curb, Gutter and Sidewalk Combination

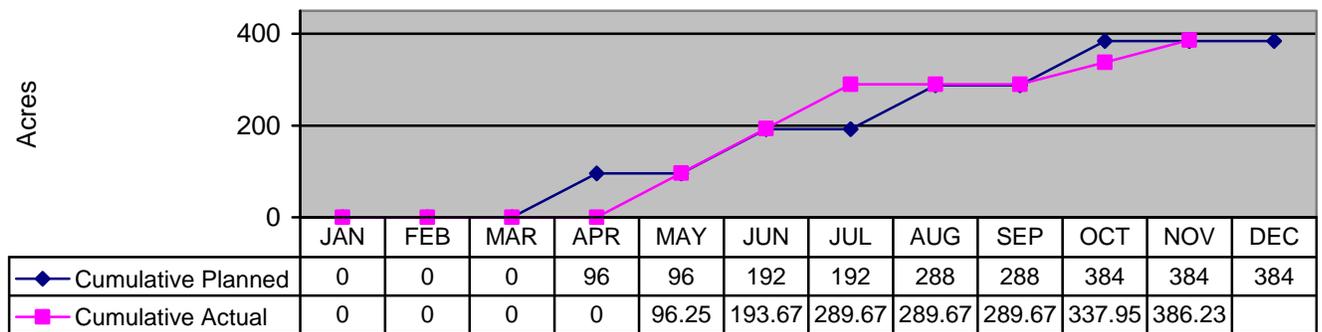


Curb and Gutter

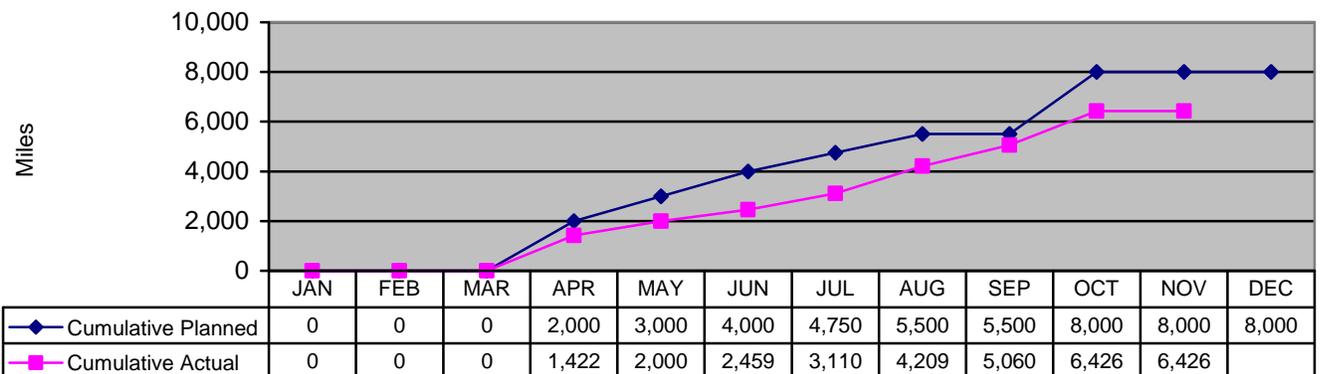


Mowing, Sweeping and Shoulder Maintenance

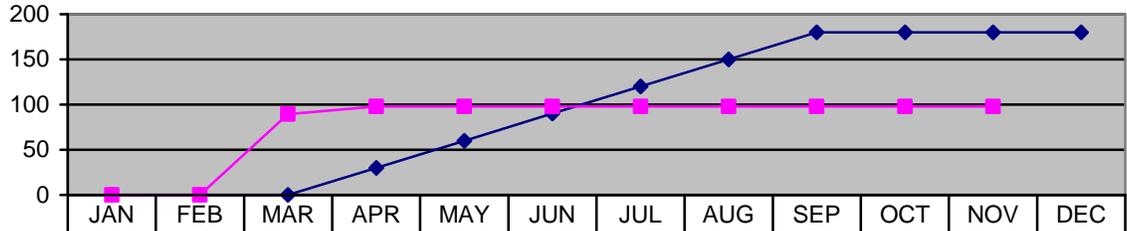
Vegetation and Debris Control



Street Sweeping



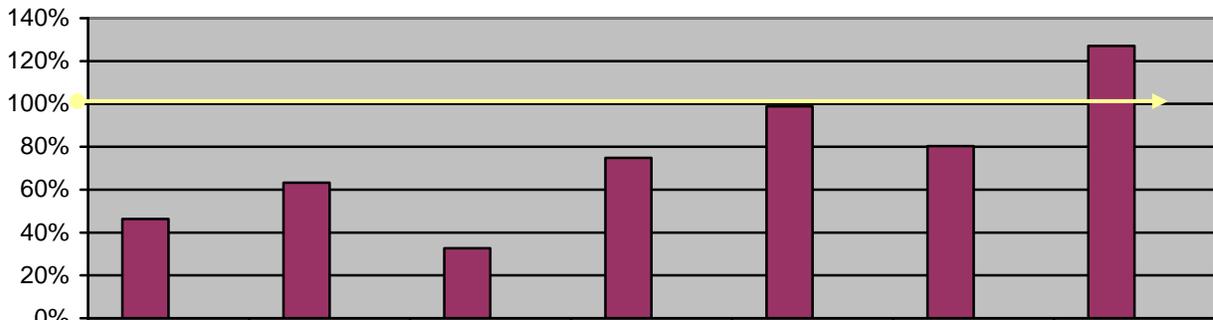
Gravel Shoulder Maintenance



| | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |
|----------------------|-----|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|-----|
| ◆ Cumulative Planned | 0 | 0 | 0 | 30 | 60 | 90 | 120 | 150 | 180 | 180 | 180 | 180 |
| ■ Cumulative Actual | 0 | 0 | 89.43 | 97.89 | 97.89 | 97.89 | 97.89 | 97.89 | 97.89 | 97.89 | 97.89 | |

Performance Measures

2009 Percentage of Metric Met

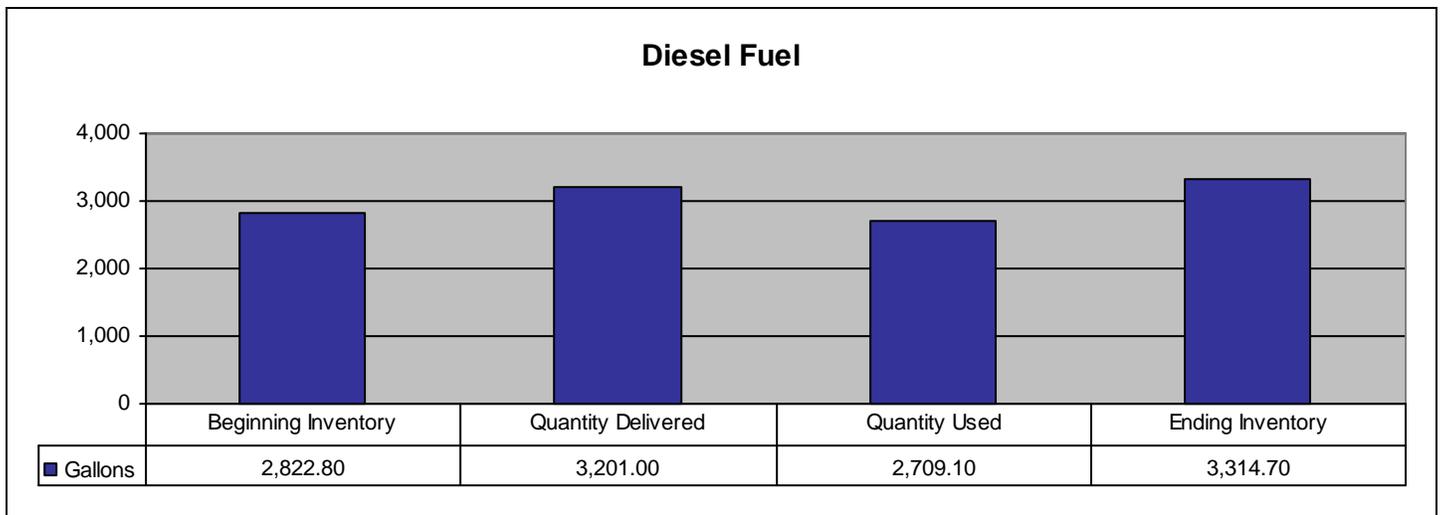
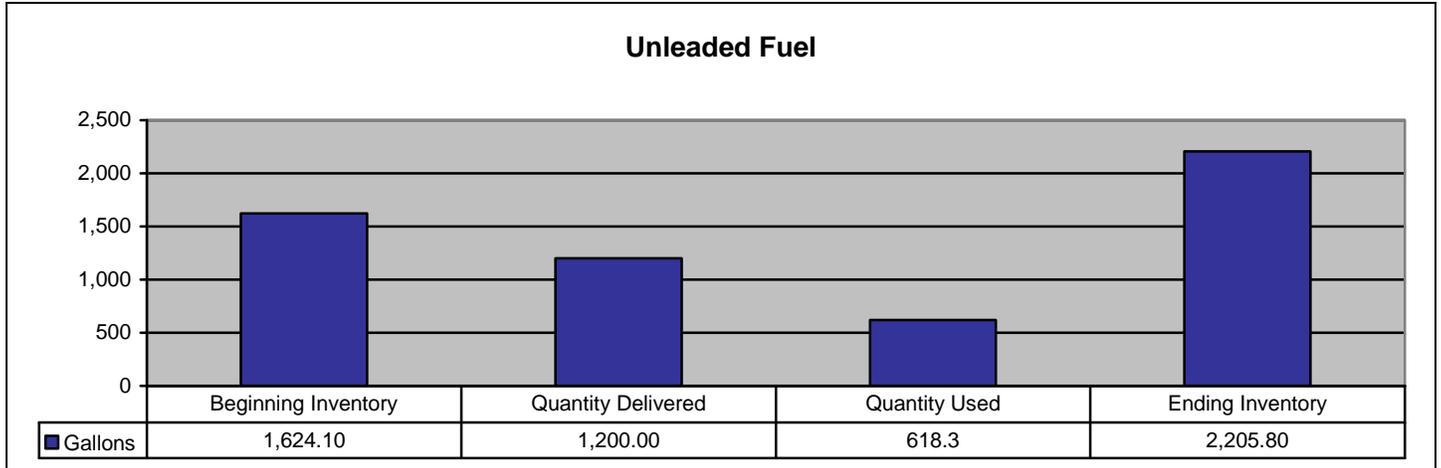


| | Patching | Crack Seal | Gravel Maintenance | Lane Striping | Crosswalks/ Stop Bars | Street Sweeping | Concrete |
|---------------|----------|------------|--------------------|---------------|--------------------------|-----------------|----------|
| ■ Percentage | 46.27% | 63.20% | 32.63% | 74.87% | 98.83% | 80.33% | 127.02% |
| □ 2009 Metric | 1,700 T | 45,000LB | 300 T | 1,135,694 LF | 15,385 SF | 8,000 MI | 350 CY |

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

Fuel Inventory

Fuel volume will change approximately .5% for every 10 degrees Fahrenheit change in fuel temperature.



Snow Material Inventory

