



**Public Works Department
Operations and Traffic Engineering
Monthly Report – November 2011**

ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,447.
- [Work Requests](#) – The total number of work requests received were 32.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed with 95%-100% compliance.
- [Right-Of-Way Permits](#) – There were 60 permits issued in November.
- [Traffic Maintenance](#) – A total of 2 signs were installed and 9 were replaced for the month.
- [Pavement Maintenance](#) – November pothole patching required 368 tons of asphalt.
- [Concrete Replacement](#) – This activity is complete for the year.
- [Mowing, Debris, and Weed Control](#) – The mowing efforts are complete for the year.
- [Street Sweeping and Shoulder Maintenance](#) – Public Works doubled the efforts by adding an additional sweeper.
- [2011 Performance Measures](#)
- [Fuel Inventory](#) – Unleaded Fuel Usage and Diesel Fuel Usage
- [Vehicle Use and Efficiency](#) – Data is unavailable at this time.
- [Snow Material Inventory](#)
- [City Budgets](#)

REVENUE

The November right-of-way permit revenue, excluding pavement restoration fees, was \$33,453.

PUBLIC WORKS MAJOR ACTIVITIES

Developed the preparation of the Funding Advancements for Surface Transportation and Economic Recovery (FASTER) project applications.

Smoky Hill/Jordan Communications Project – This ongoing project will utilize DRCOG funding to interconnect traffic signals along Smoky Hill Road, Himalaya Street, and S Jordan Road.

TES re-set traffic signal clocks to account for the end of Daylight Savings Time.

Continued work on the sign inventory program.

Development of sign orders.

A LOOK AHEAD

- Centennial will partner with Douglas County and CDOT to study and implement traffic monitoring equipment and traffic management improvements in the Park Meadows/IKEA area
- Complete the sign inventory program.
- Public Works crews continue to work on many projects and activities for Field Maintenance Operations.
- Field Services will continue to manage storm events as they emerge.

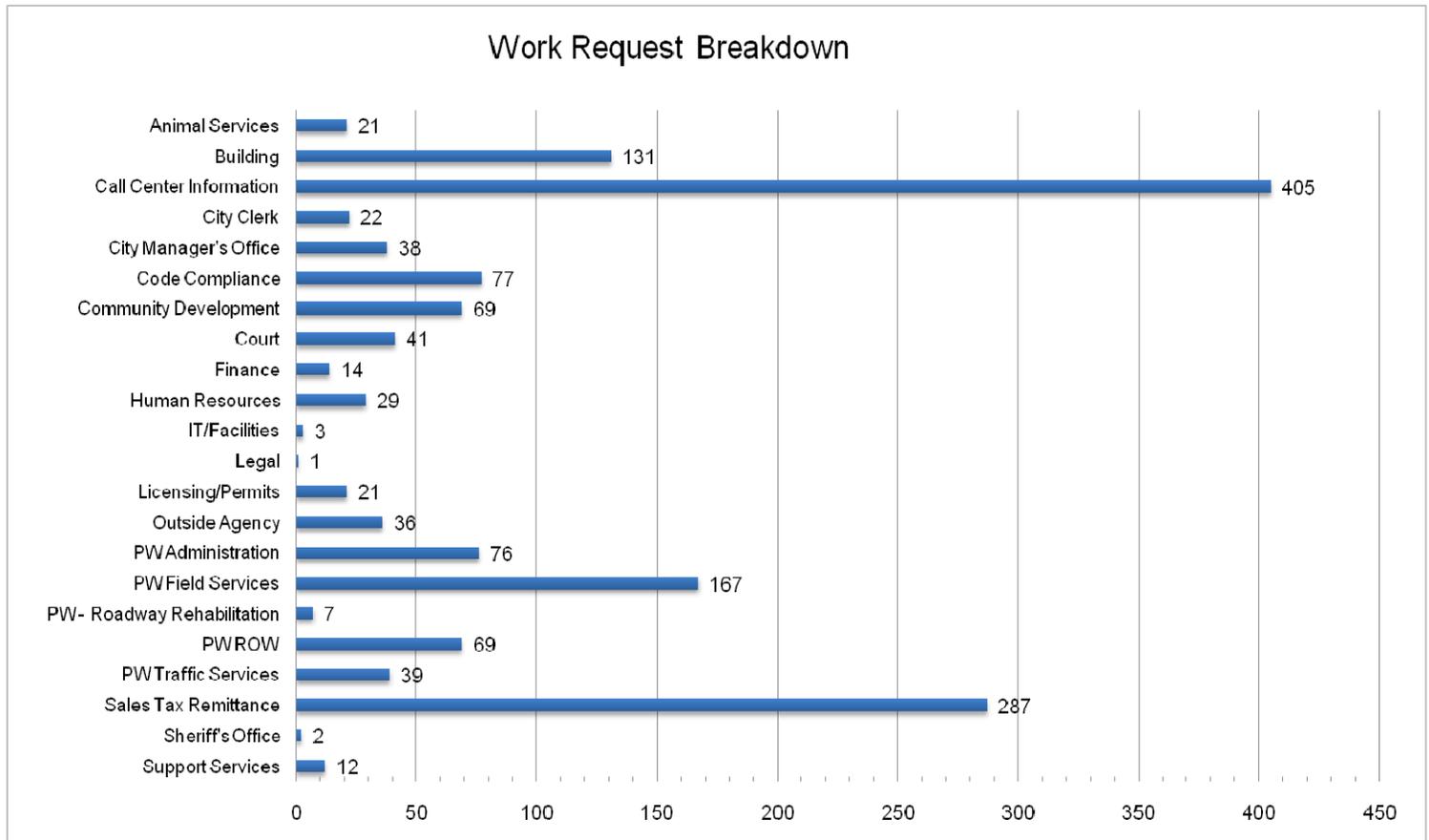
Call Center

In November, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,447 which includes 32 web requests. Only 30 calls were routed to the answering service during business hours, and a total of 78 calls after business hours. Overall, for the month of November, the Call Center had a 90% compliance metric of answering phone calls within 120 seconds.

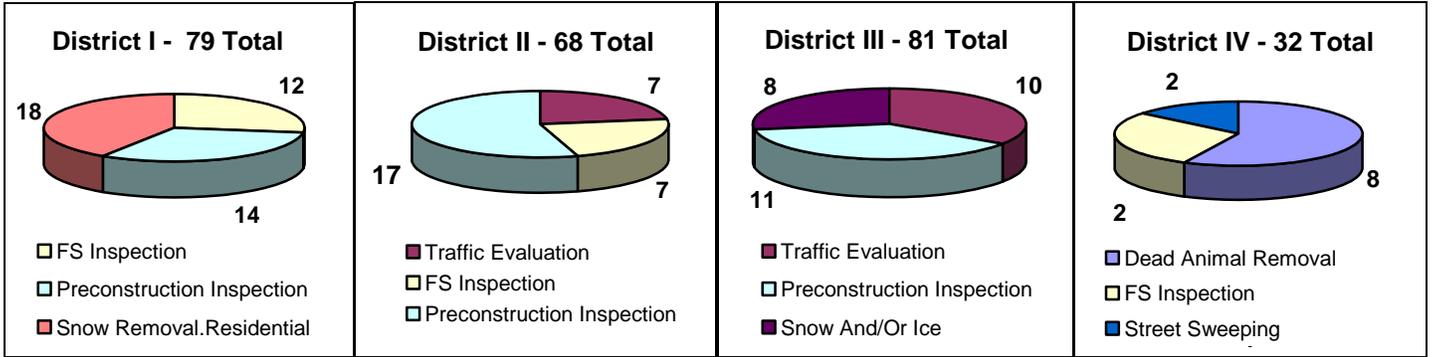
November 2011	Week 1	Week 2	Week 3	Week 4	MTD
	Nov 1-4	Nov 5-11	Nov 12-18	Nov 19-30	Total
Web Requests	18	3	7	4	32
Total Calls Handled by the Call Center	277	411	371	356	1,415
Total Metric for Call Center	295	414	378	360	1,447
Total Calls Rolled Over to Answering Service During Business Hours	6	11	12	1	30
Total Calls Rolled over to Answering Service After Hours	11	31	18	18	78

Work Request Breakdown

The work requests received by the City for the month of November were 1,567.



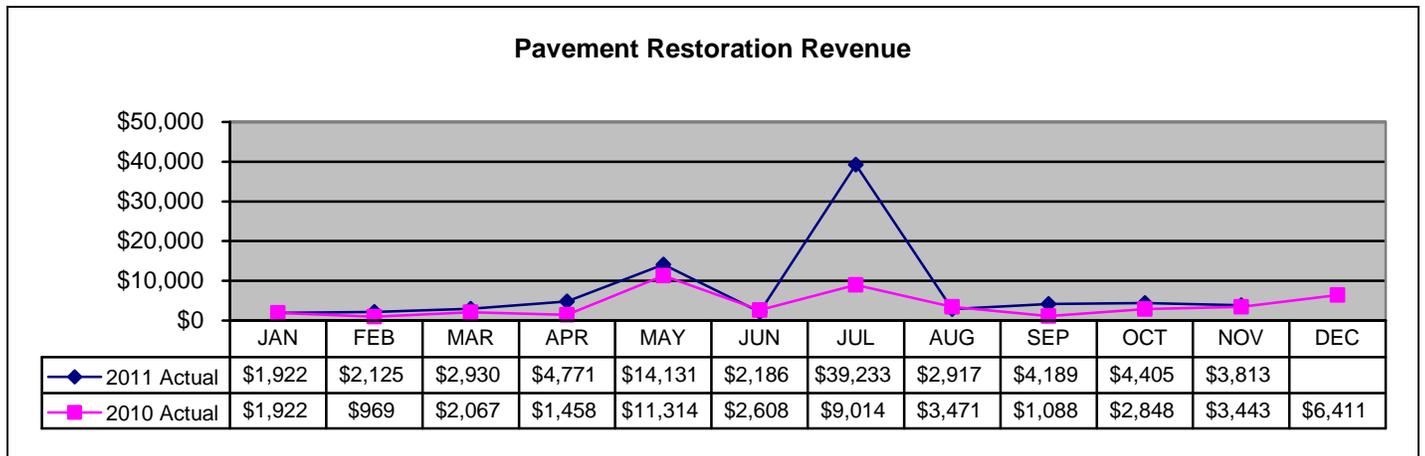
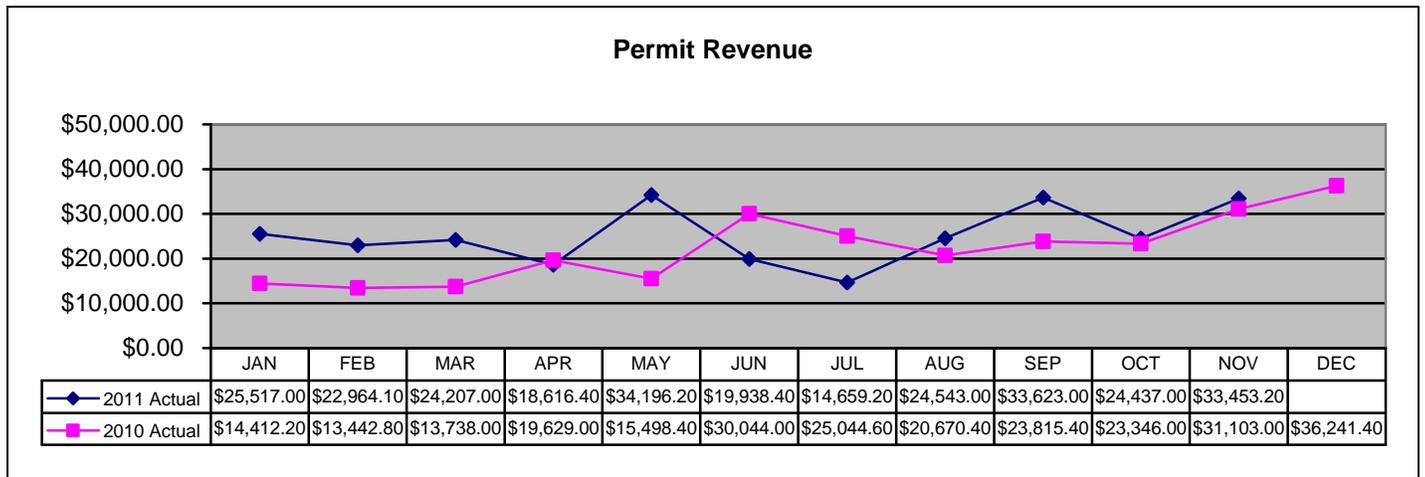
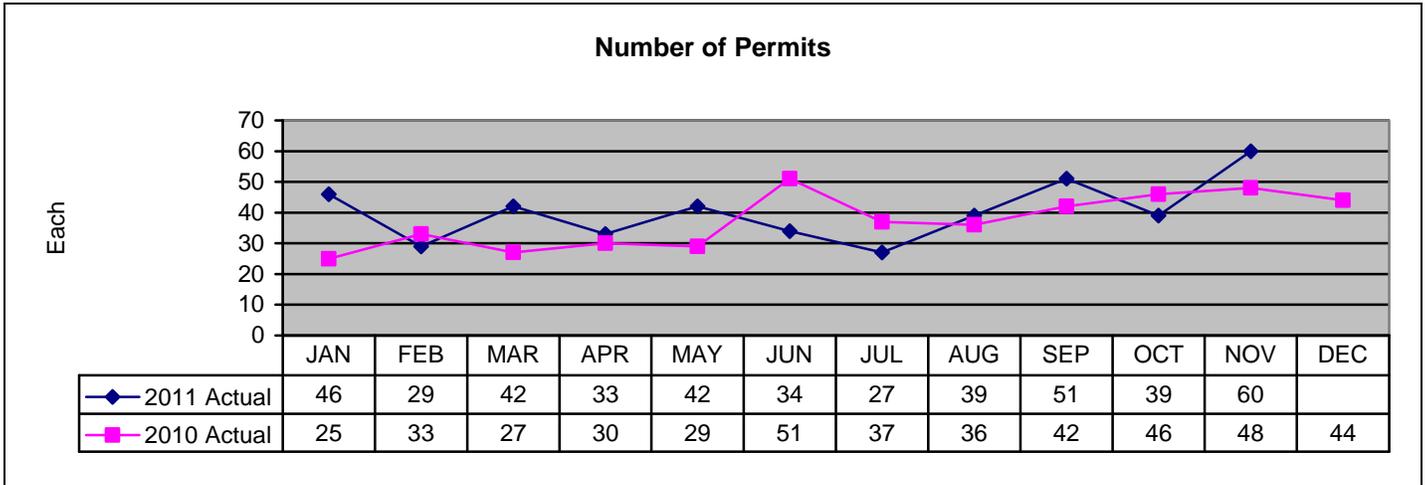
Work Request by District and Top Issues



Compliance Summary

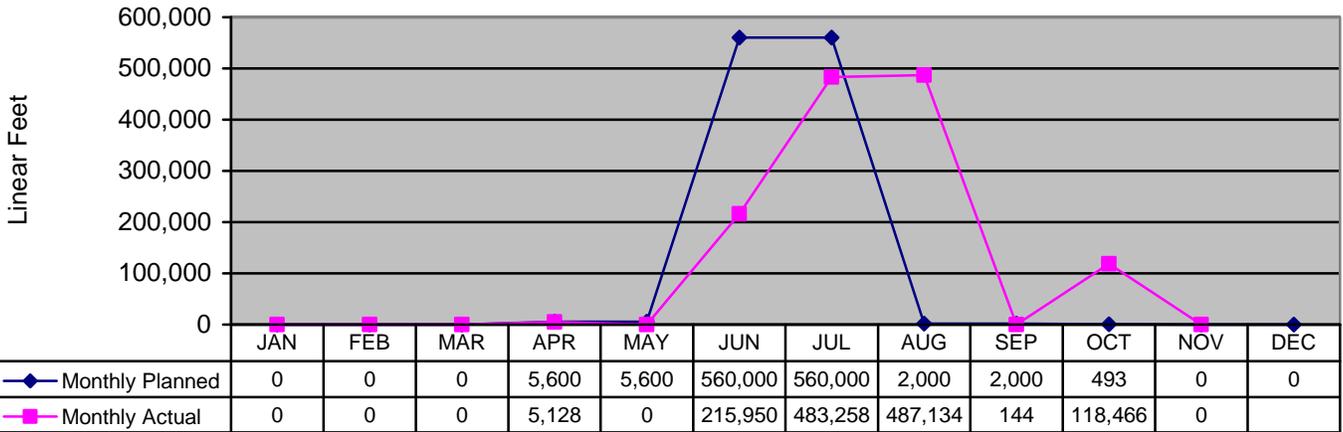
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	40	85%	38	95%	.35
2 - Important (Completed within 3 Business Days)	49	85%	47	96%	1.14
3 - Standard (Completed within 10 Business Days)	14	85%	14	100%	3.308
4 - Preventative Maintenance (Scheduled Work)	171	N/A	N/A	N/A	N/A
5 - Street Rehabilitation	6	N/A	N/A	N/A	N/A
Grand Total	280				
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard		Compliance %
	1,447		85%		90%

Annual Comparative Right-Of-Way Permits

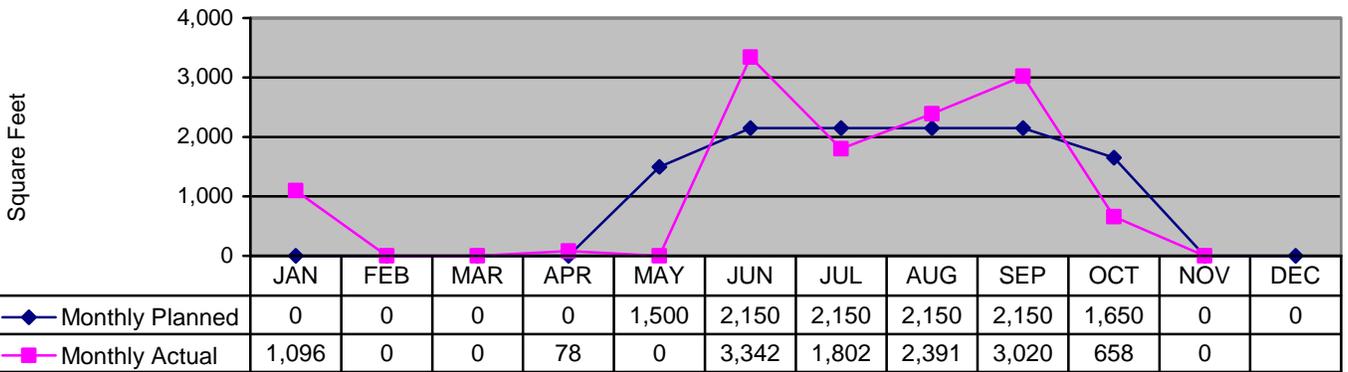


Traffic Maintenance

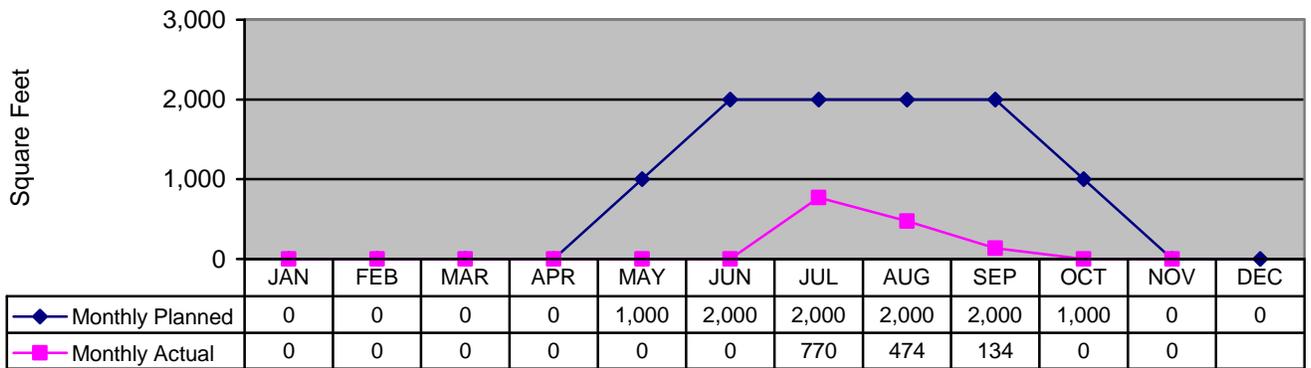
Lane Striping



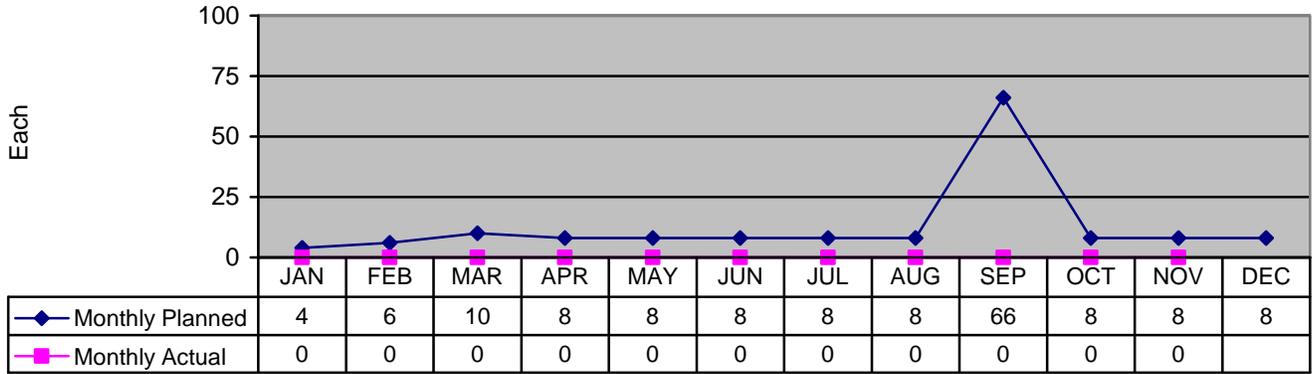
Thermoplastic Crosswalks and Stopbars



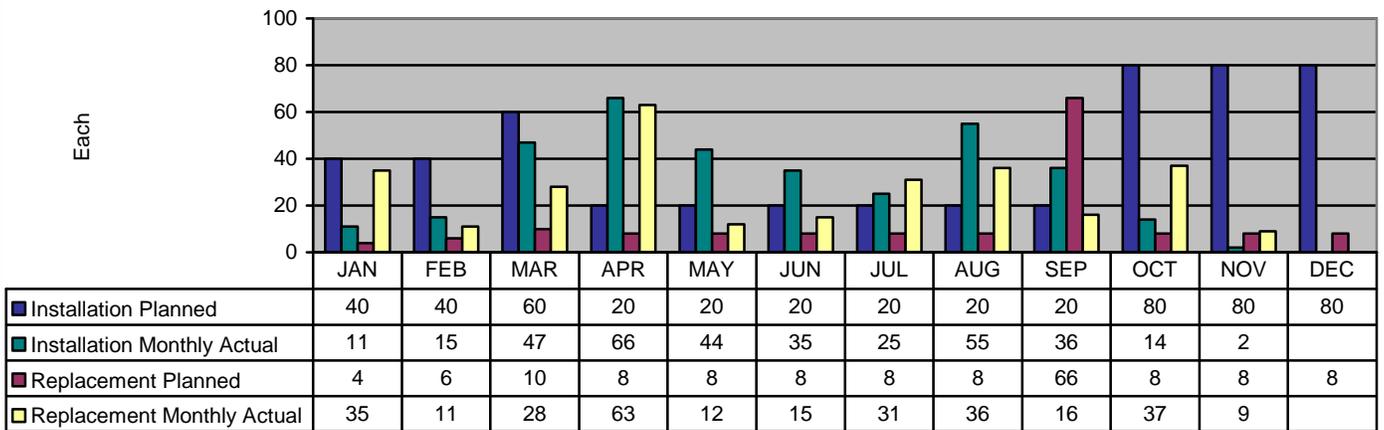
Acrylic Paint Crosswalks and Stopbars



Traffic Counts

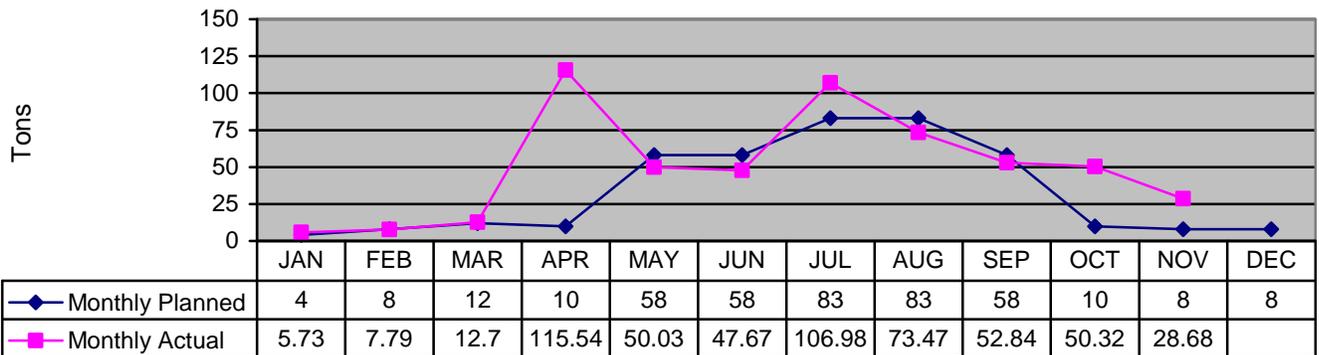


Sign Installation and Replacement

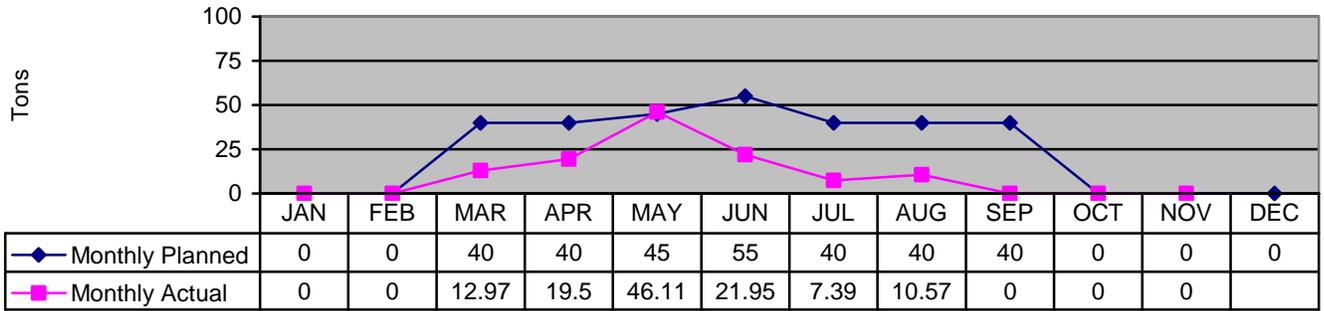


Pavement Maintenance

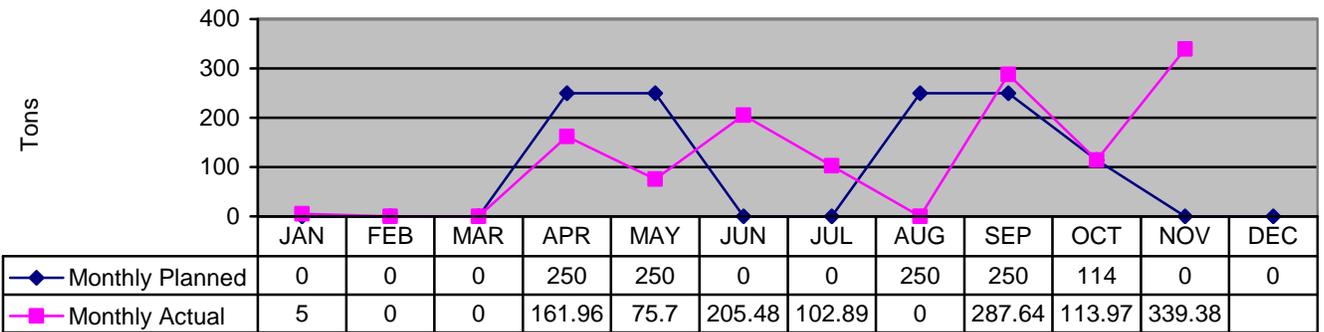
Pothole Patching



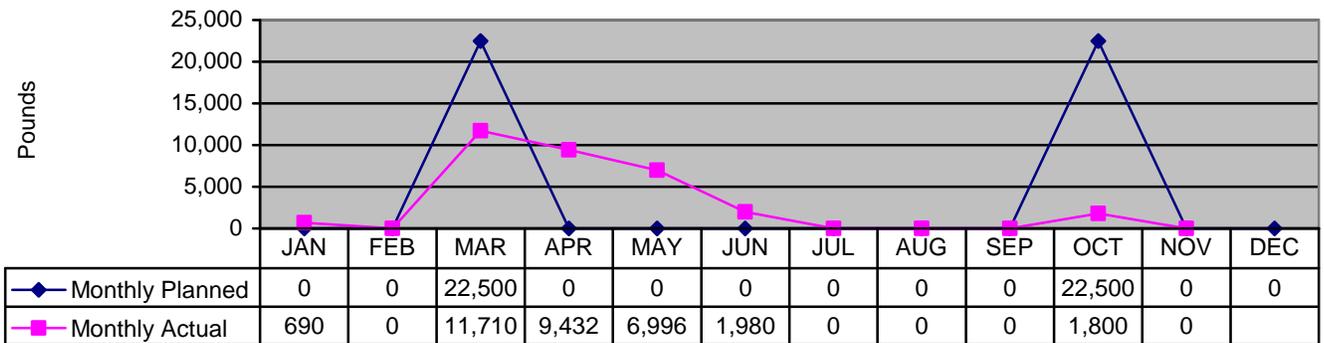
Patch Back



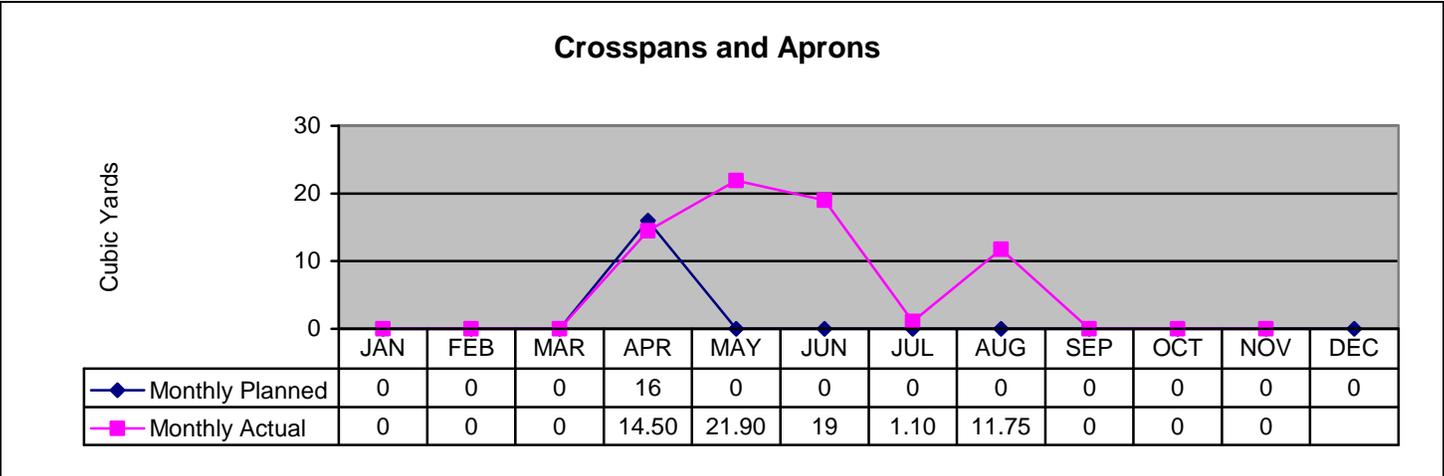
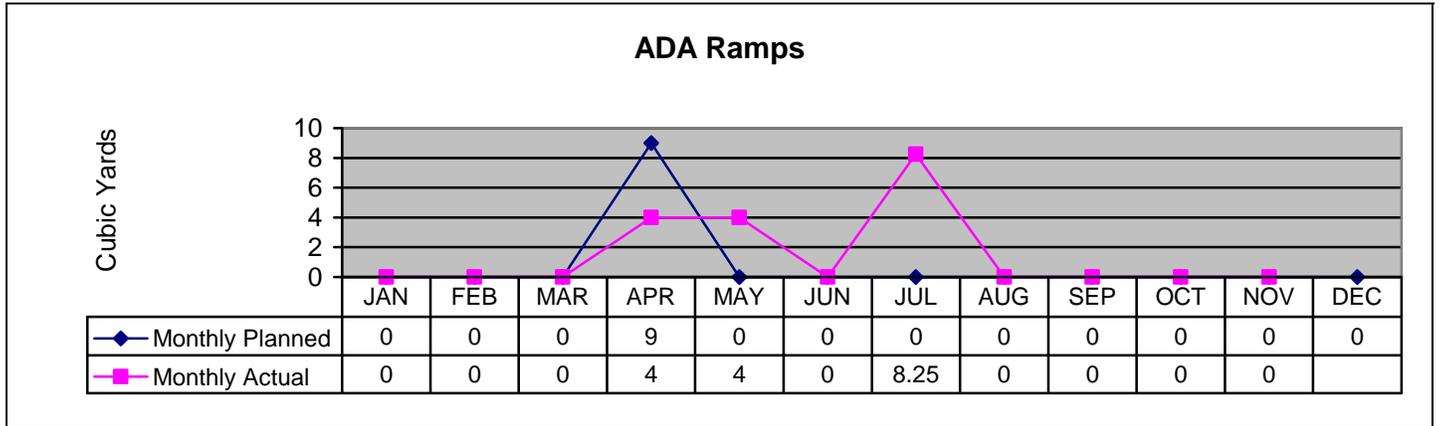
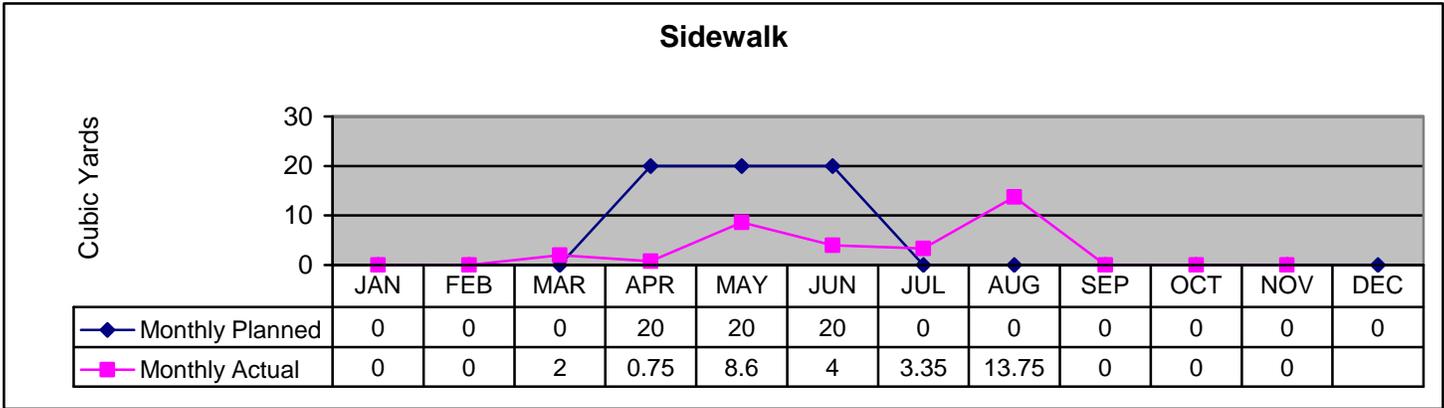
Major Patching



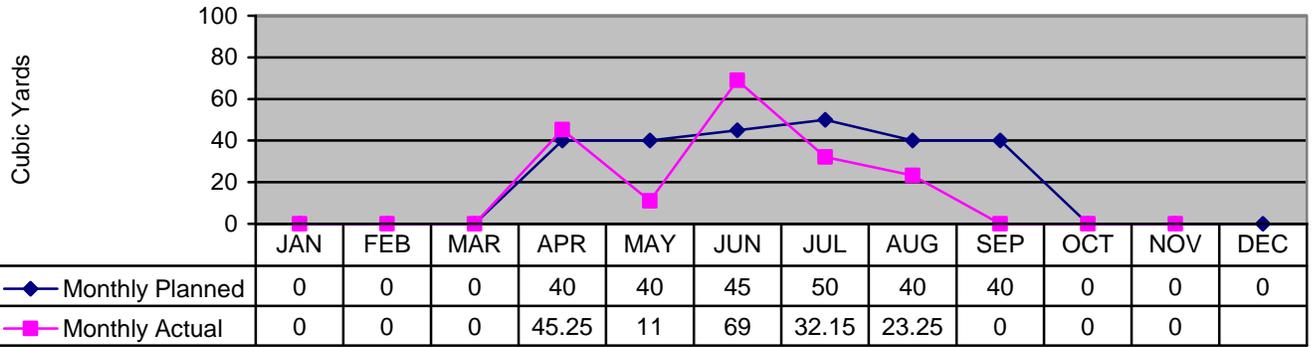
Crack Seal



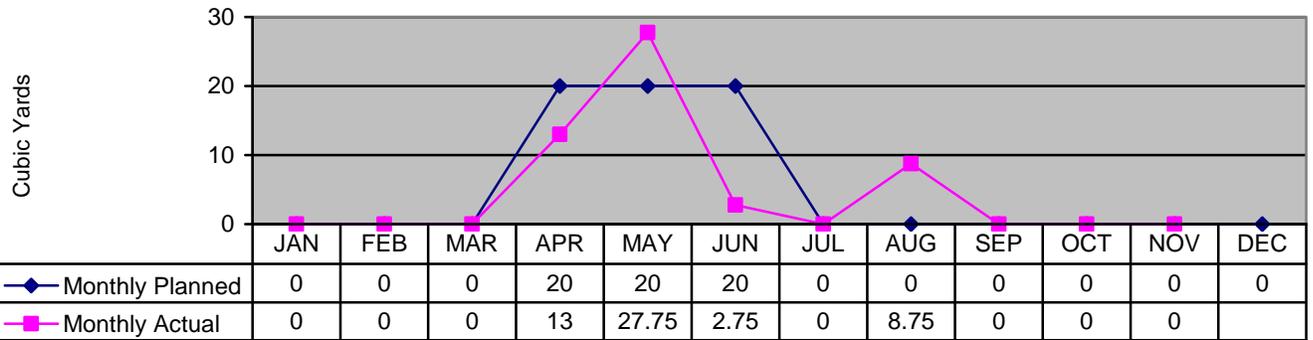
Concrete Replacement



Curb, Gutter and Sidewalk Combination

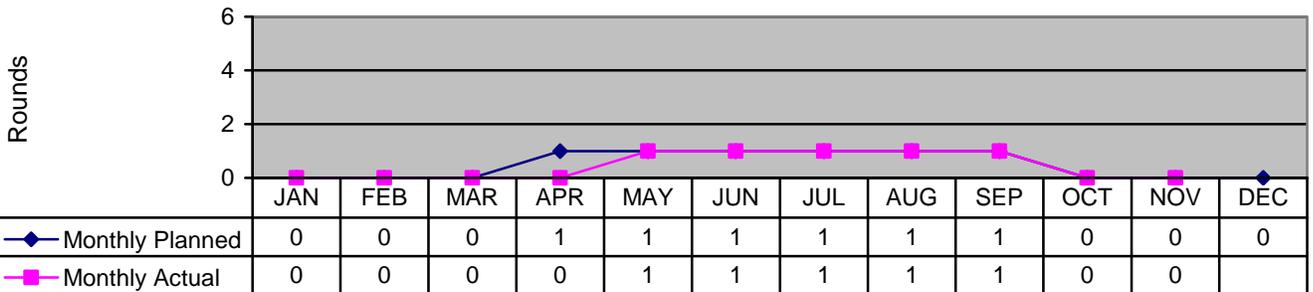


Curb and Gutter

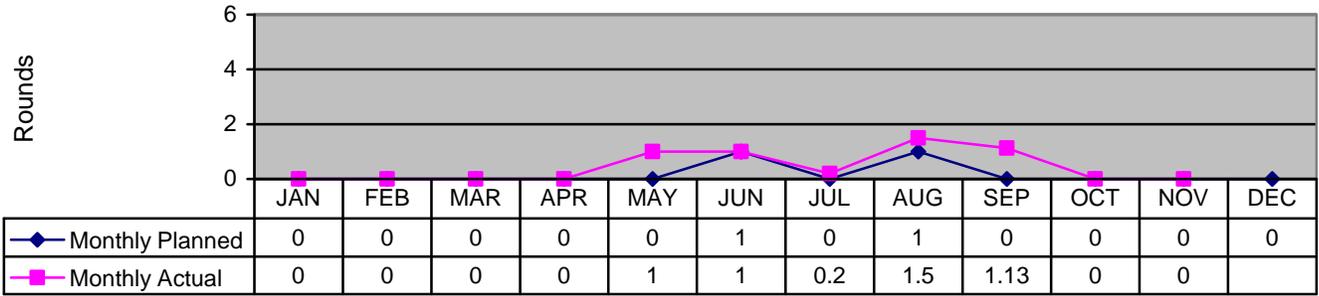


Mowing, Debris and Weed Control

Mowing and Debris Control

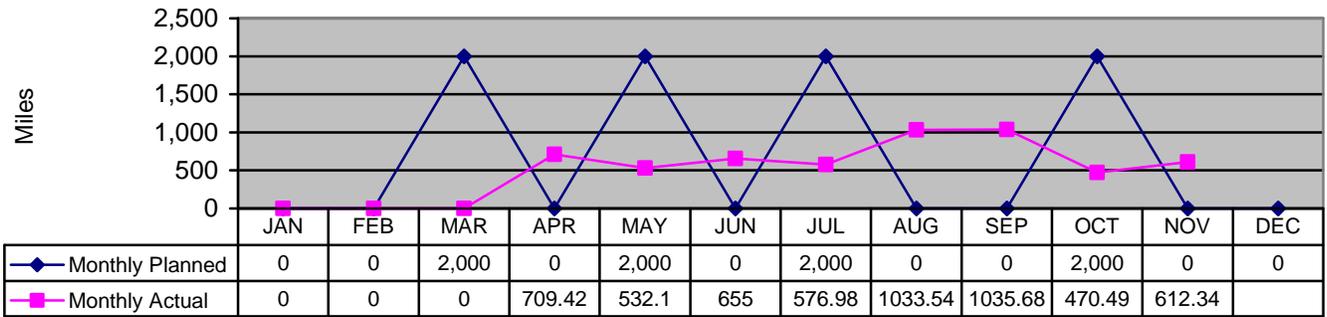


Weed Control - Spraying

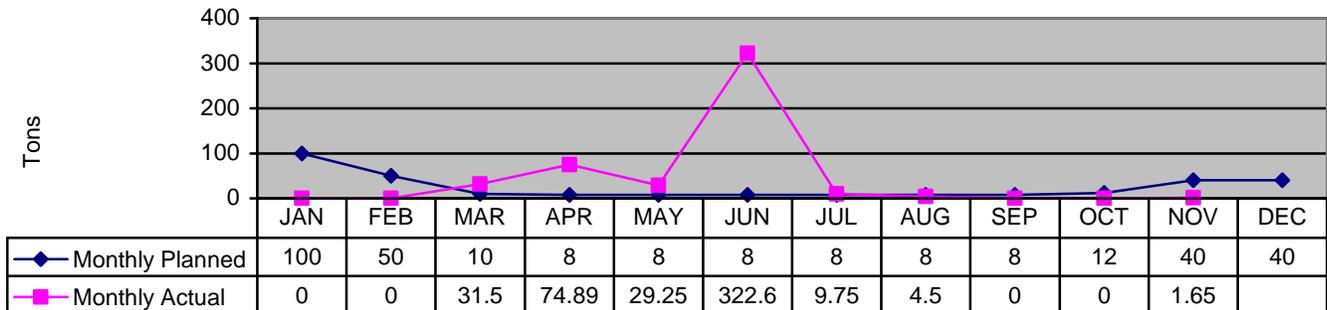


Street Sweeping and Gravel Maintenance

Street Sweeping

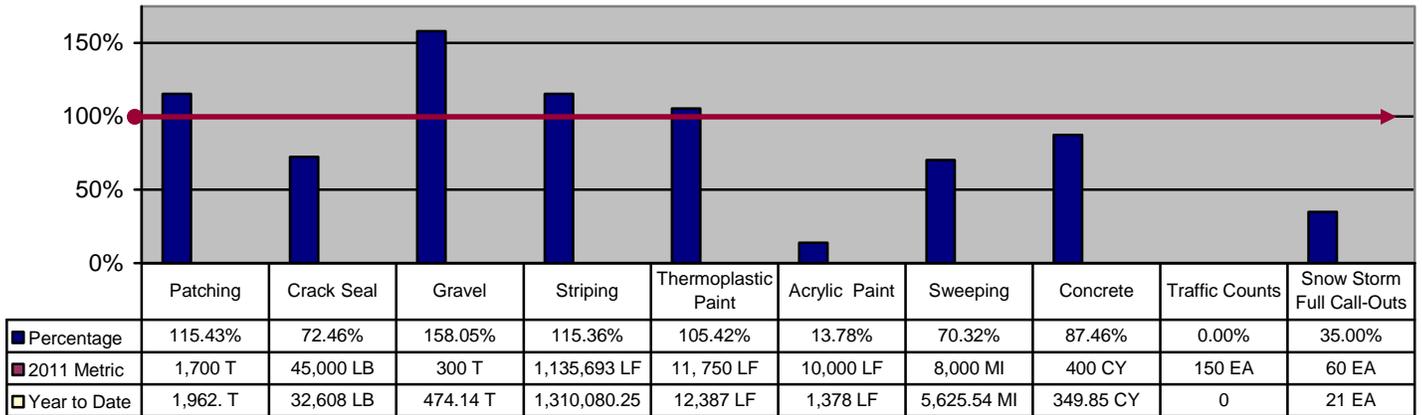


Gravel Maintenance



2011 Performance Measures

Percentage of Metric

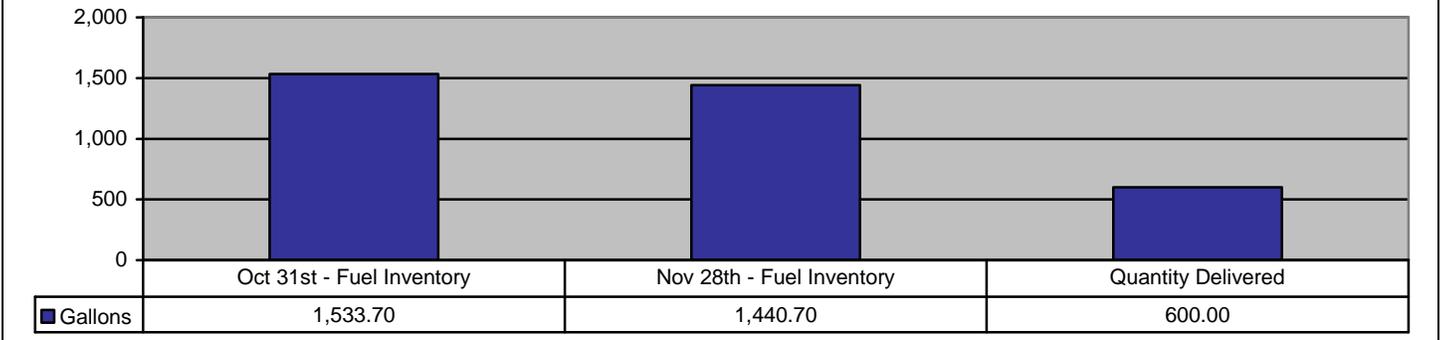


Tons = T Pounds = LB Linear Feet = LF Square Feet = SF Miles = MI Cubic Yards = CY Each - EA

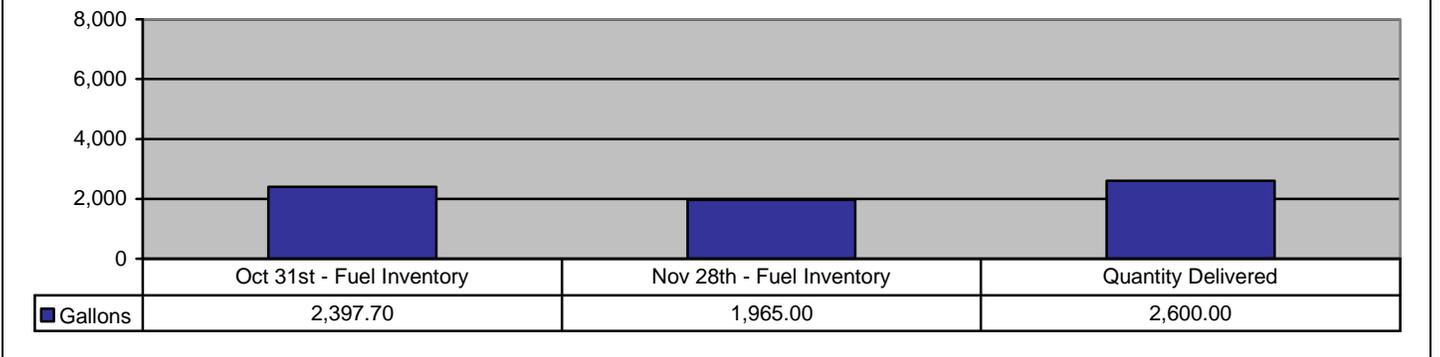
Fuel Inventory

Fuel volume will change approximately .5% for every 10 degrees Fahrenheit change in fuel temperature. Fuel dips are completed on Monday mornings.

Unleaded Fuel



Diesel Fuel



Snow Material Inventory

	Beginning Inventory	Delivered	Used	Ending Inventory
Liquid Material				
APEX (MgCl)	16,772.00	0.00	0.00	16,772.00
Solid Material				
Deicer (Salt & Ice Slicer)	2,247.32	297.39	(250.25)	2,294.46
Anti Skid (Sand/Salt Mix)	308.72	0.00	0.00	308.72
Total	2,556.04	297.39	(250.25)	2,603.18

City 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.

	2011 Budget	2011 Contract/PO Amount	Previous Balance	Invoice Amount Received	Remaining Balance
Animal Cremation Disposal (Pet Cremation Services)	\$ 4,000.00	\$ 3,000.00	\$ 2,441.00	\$ -	\$ 2,441.00
Asphalt/Coldmix Material	\$ 90,000.00	\$ 90,000.00	\$ 41,993.04	\$ (20,807.20)	\$ 21,185.84
Large Deceased Animal Pick-Up (Animal & Pest Control)	\$ 3,000.00	\$ 3,000.00	\$ 1,950.00	\$ (1,400.00)	\$ 550.00
Fuel	\$ 137,000.00	\$ 137,000.00	\$ 17,079.76	\$ (11,993.86)	\$ 5,085.90
Mosquito Control	\$ 34,460.00	\$ 34,460.00	\$ 5,743.35	\$ -	\$ 5,743.35
Snow Removal Materials	\$ 311,000.00	\$ 311,000.00	\$ 105,800.16	\$ (19,883.60)	\$ 85,916.56
Signal (Pole) Maintenance	\$ 75,000.00	\$ 75,000.00	\$ 75,000.00	\$ -	\$ 75,000.00
Signal Additions/Repairs	\$ 174,590.00	\$ 174,590.00	\$ 43,906.42	\$ -	\$ 43,906.42