



City of Centennial
Public Works Department
Operations and Traffic Engineering
Monthly Report – November 2012

ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,482.
- [Work Requests](#) – The total number of work requests received were 1,482.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed with 98%-100% compliance.
- [Right-Of-Way Permits](#) – There were 56 permits issued in November.
- [Traffic Maintenance](#) – 106 signs were installed and 243 signs have been replaced for the month.
- [Pavement Maintenance](#) – November pothole patching required 27 tons of asphalt.
- [Concrete Replacement](#) – This program is complete.
- [Mowing, Debris, and Weed Control](#)
- [Street Sweeping and Gravel Maintenance](#) Street sweeping efforts were in progress for the month.
- [2012 Performance Measures](#)
- [Fuel Inventory](#) – Unleaded Fuel Usage and Diesel Fuel Usage
- [Snow Material Inventory](#)
- [City Budgets](#)

REVENUE

The November right-of-way permit revenue, excluding pavement restoration fees, was \$33,543.

PUBLIC WORKS MAJOR ACTIVITIES

- Sign Work Orders for 2012 signing inventory program
- Meeting with Chenango neighborhood to finalize 2012 NTMP plan
- Prepare 2012 signalized intersection lighting plan for LEDs
- 2012 Signal Warrant Study
- Nighttime warning sign inspections have been completed
- Completion of 2012 crosswalk painting
- 2013 TSSIP fiber optic interconnection of signals along Smoky Hill Rd and Dry Creek
- Completion of installation of weather stations
- Sweeping efforts focused on cleaning the fall leaf drop
- Public works performed pothole patching and finished the concrete program

A LOOK AHEAD

- Completion of the Smoky Hill and Himalaya/Reservoir timing project
- Completion of the Peoria /Peakview Roundabout
- Completion of the Sign Work Orders for the 2012 signing inventory program
- Controller upgrades for Centracs
- Complete the plan review of HAWK beacon for Centennial Trail
- Complete the 2012 signal pole painting program and the Signal Warrant Study
- 2013 TSSIP program fiber optic interconnection of signals along Smoky Hill Road and Dry Creek Road
- Scoping meeting for 2013 Hazard Elimination Projects at Smoky Hill Road/Tower, Smoky Hill Road/Liverpool and Orchard /Buckley
- Complete the 2012 Traffic Signal Lighting Plan for LED lights
- Continue with the sweeping efforts and pothole patching
- Project leads will be working on the development of the 2013 maintenance program

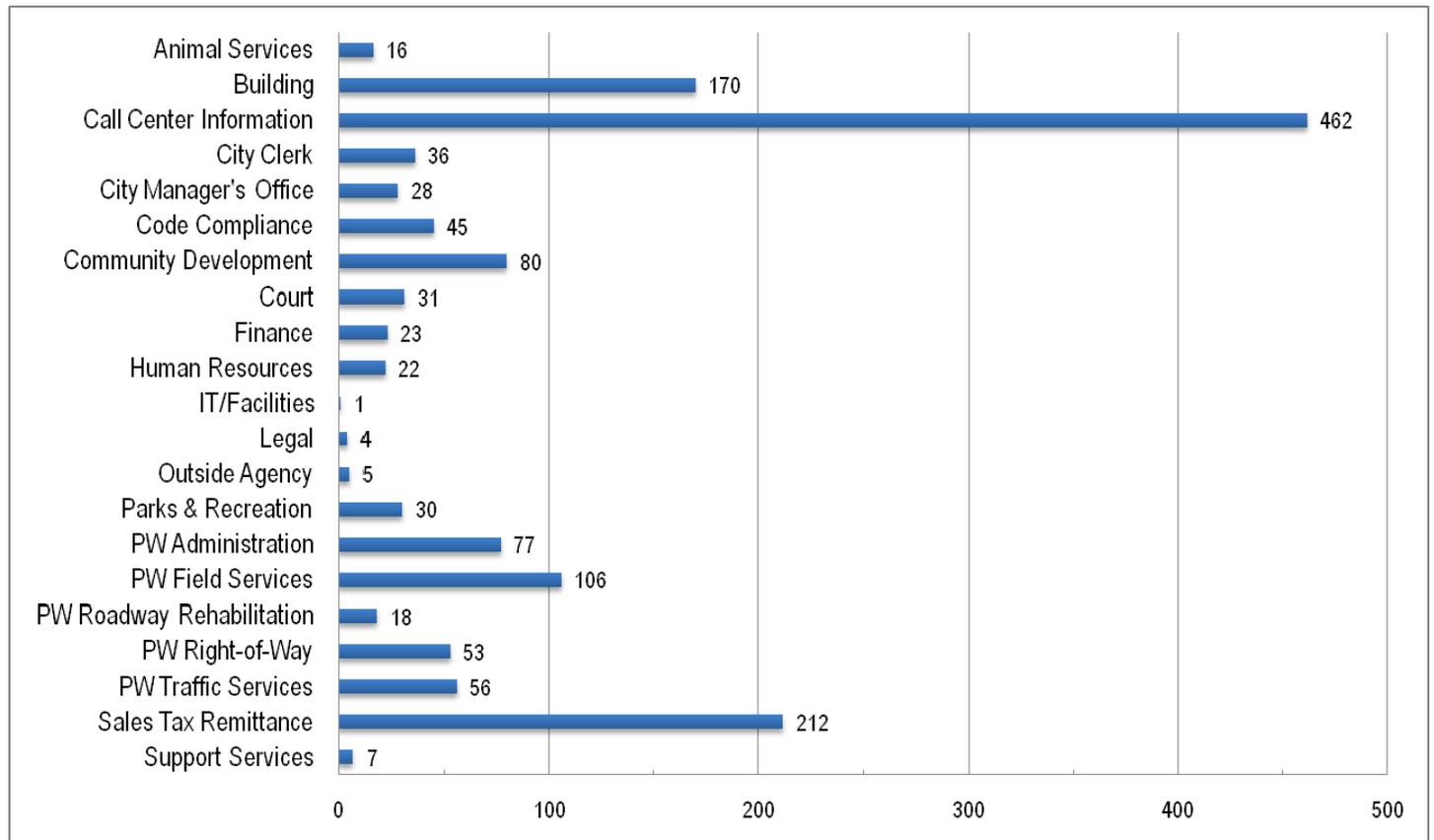
Call Center

In November, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,146 which includes 50 web requests. Only 26 calls were routed to the answering service during business hours, and a total of 62 calls were received after business hours. Overall, for the month of November, the Call Center had a 90% compliance metric of answering phone calls within 120 seconds.

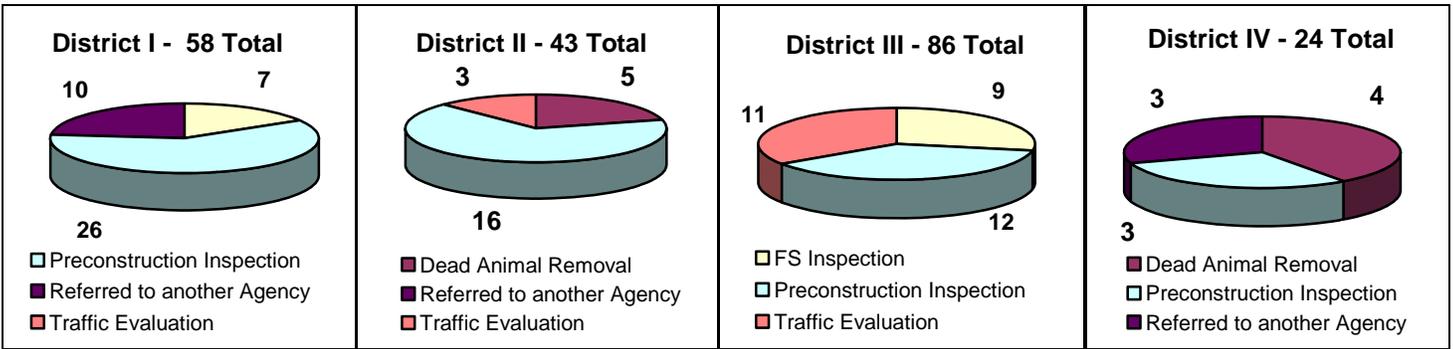
| November 2012 | Week 1 | Week 2 | Week 3 | Week 4 | MTD |
|---------------------------------------------------------------------------|---------|-----------|-----------|-----------|-------|
| | Nov 1-9 | Nov 10-16 | Nov 17-23 | Nov 24-30 | |
| Web Requests | 22 | 11 | 6 | 11 | 50 |
| Total Calls Handled by the Call Center | 353 | 282 | 172 | 289 | 1,096 |
| Total Metric for Call Center | 375 | 293 | 178 | 300 | 1,146 |
| Total Calls Rolled Over to Answering Service <u>During</u> Business Hours | 8 | 4 | 6 | 8 | 26 |
| Total Calls Rolled over to Answering Service <u>After</u> Hours | 13 | 33 | 7 | 9 | 62 |

Work Request Breakdown

The work requests received by the City for the month of November were 1,482.



Top 3 Work Request Activities by District

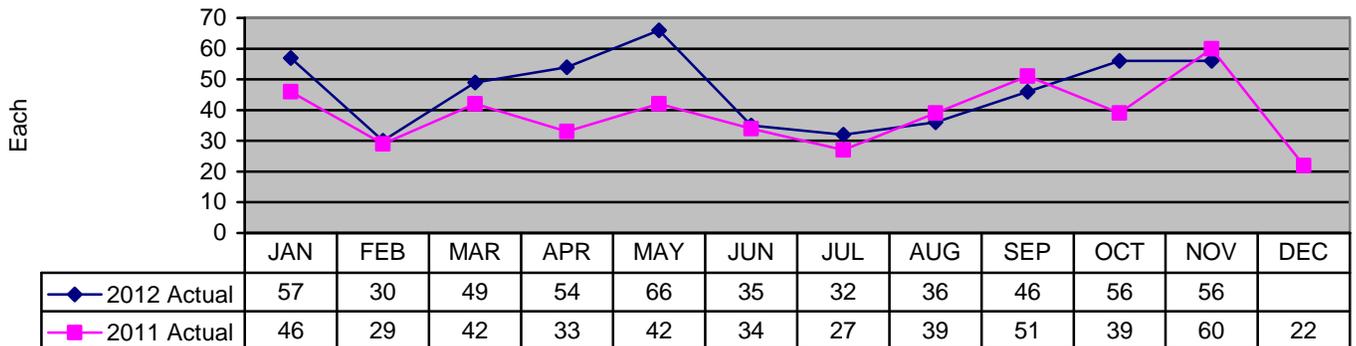


Compliance Summary

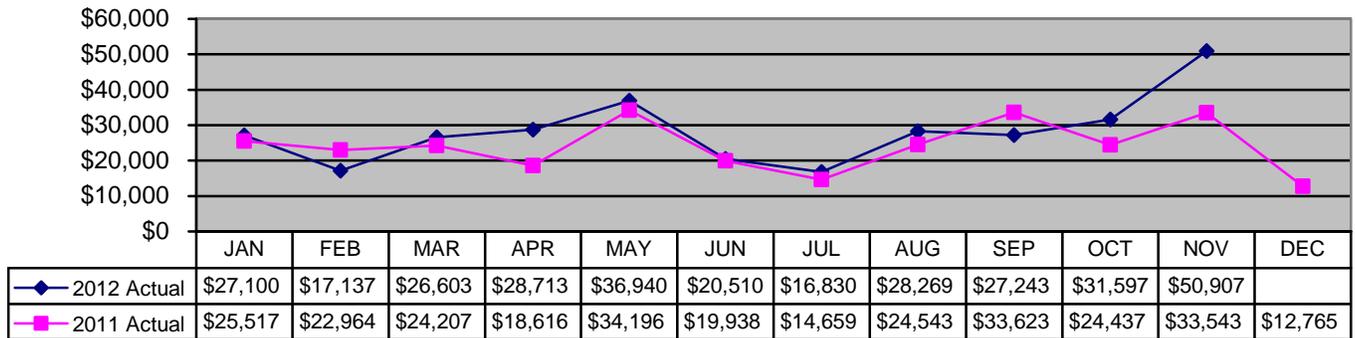
| Field and Traffic Services | | | | | |
|-----------------------------------------------------|----------------------------------|---------------------|-------------------------|--------------|-----------------------|
| Work Request by Priority | Received Total | Compliance Standard | Completed in Compliance | Compliance % | Average Days to Close |
| 1 - Urgent (Completed within 24 Hours) | 34 | 85% | 34 | 100% | .17 |
| 2 - Important (Completed within 3 Business Days) | 46 | 85% | 45 | 98% | .91 |
| 3 - Standard (Completed within 10 Business Days) | 5 | 85% | 5 | 100% | 2 |
| 4 - Preventative Maintenance (Scheduled Work) | 129 | N/A | N/A | N/A | N/A |
| 5 - Street Rehabilitation | 17 | 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 % | |
| | 1,146 | 85% | | 92% | |

Annual Comparative Right-Of-Way Permits

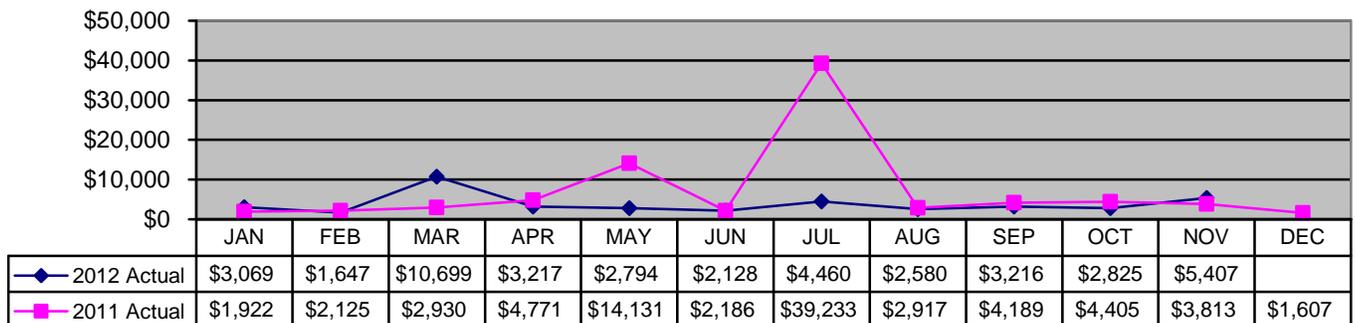
Number of Permits



Permit Revenue

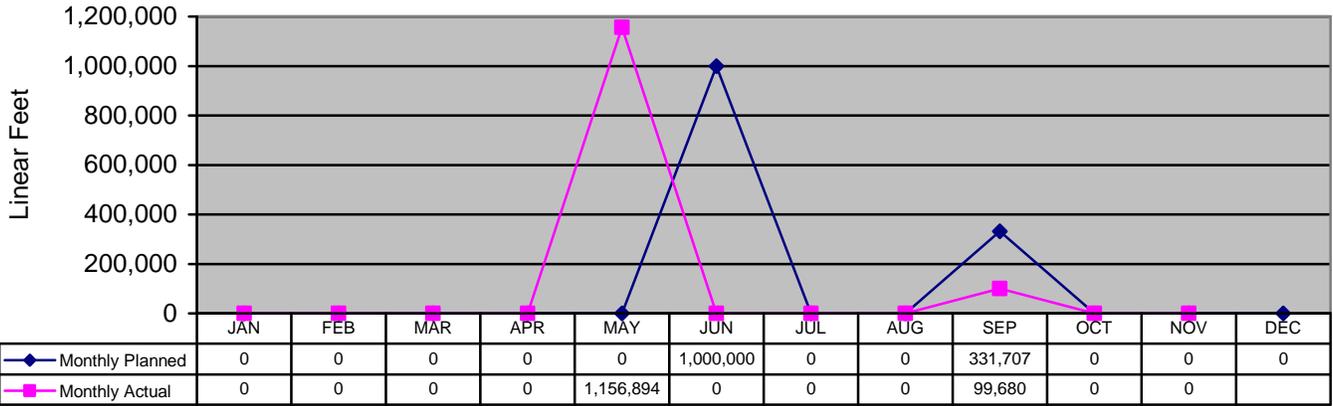


Pavement Restoration Revenue

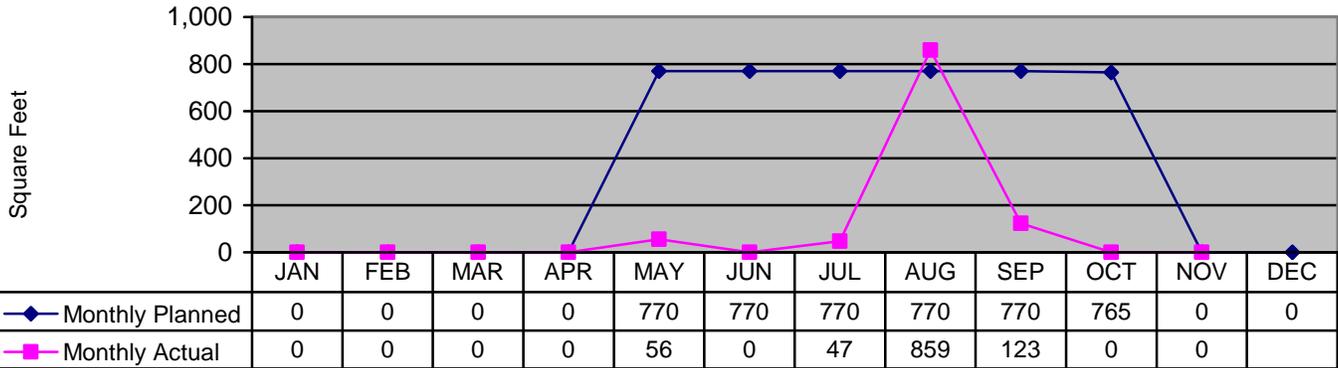


Traffic Maintenance

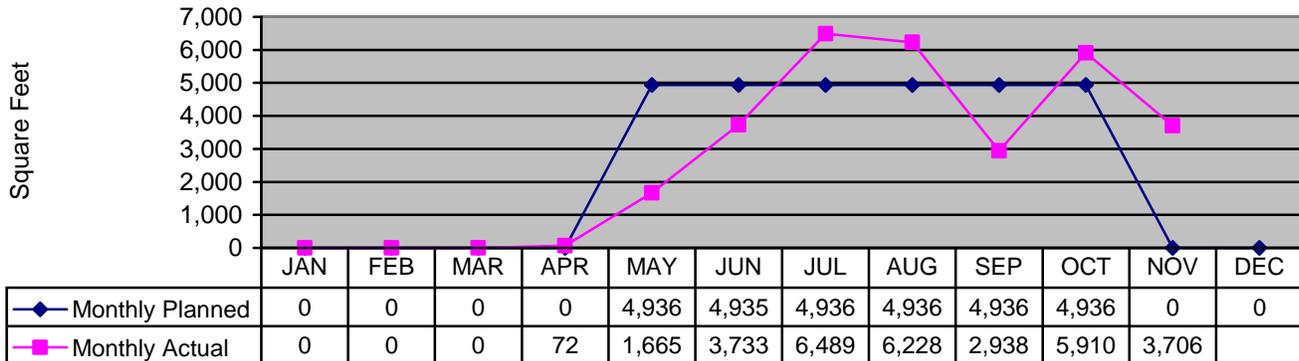
Lane Striping



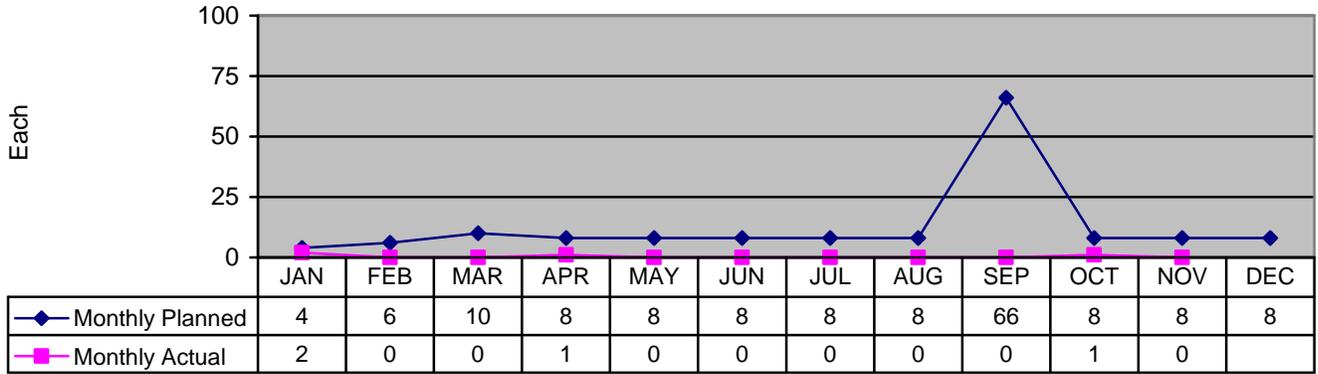
Thermoplastic Crosswalks and Stopbars



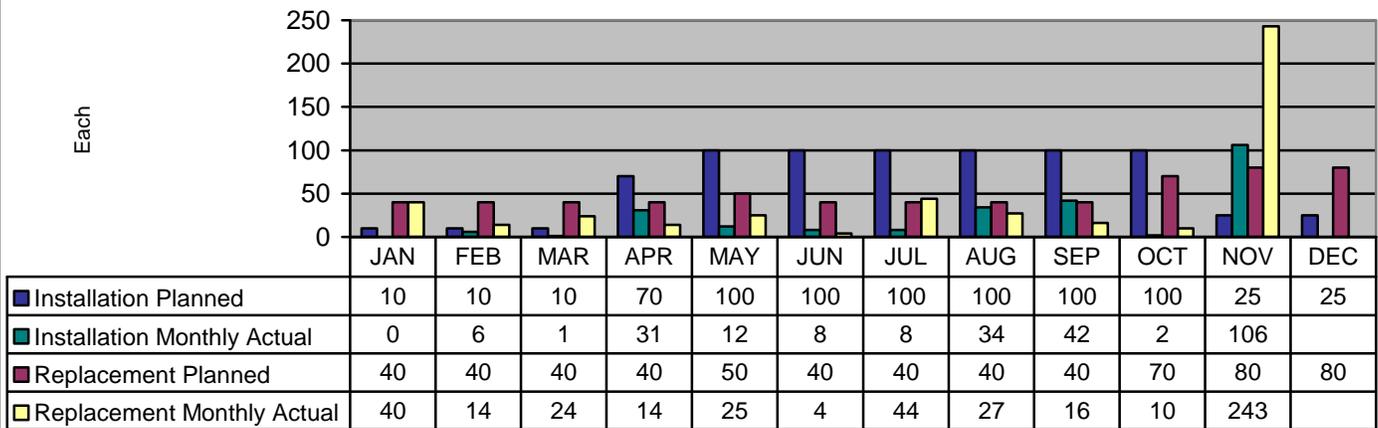
Acrylic Paint Crosswalks and Stopbars



Traffic Counts

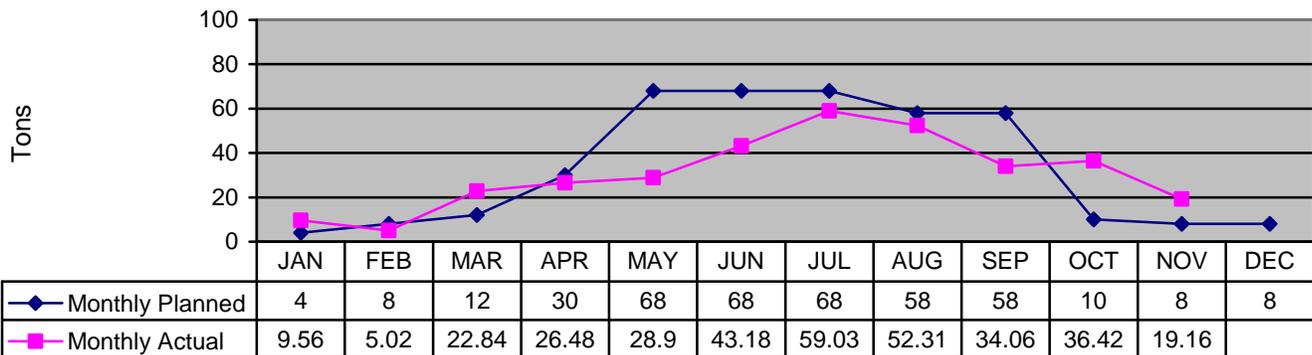


Sign Installation and Replacement

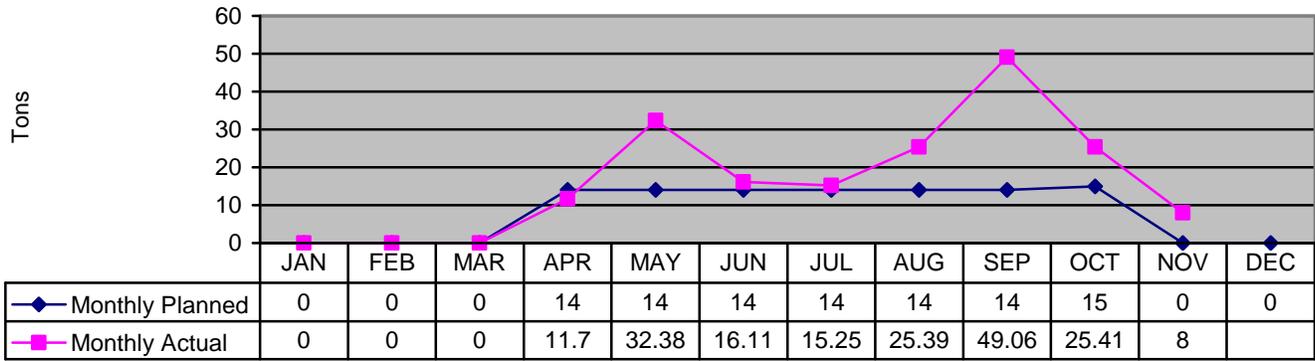


Pavement Maintenance

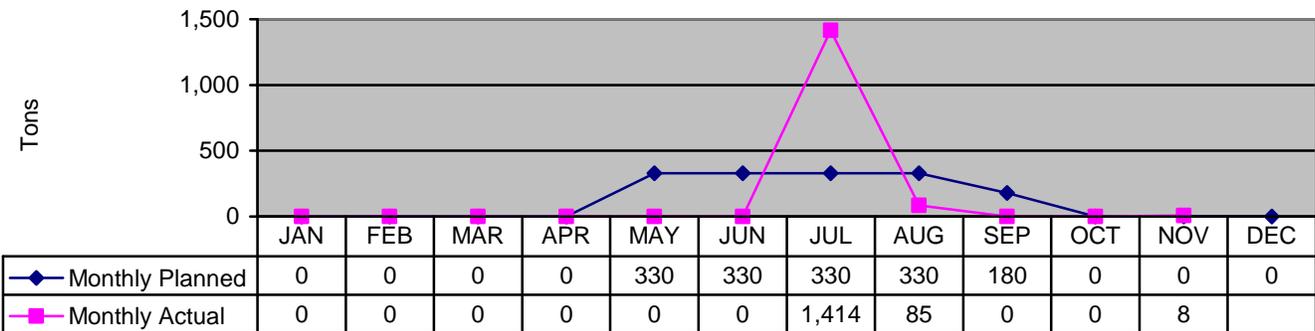
Pothole Patching



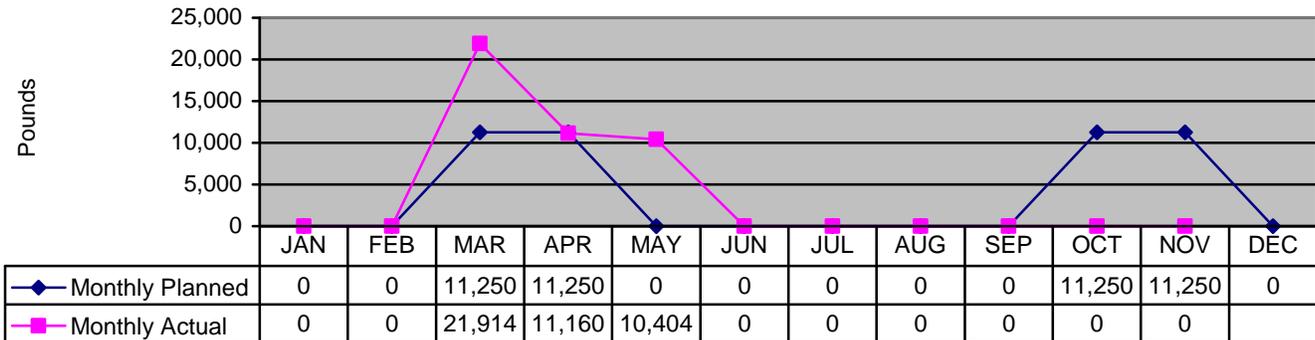
Patch Back



Major Patching

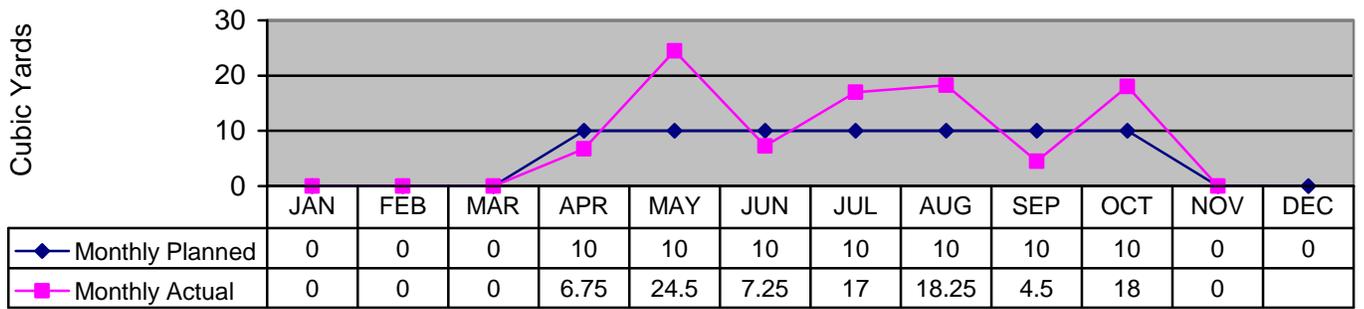


Crack Seal

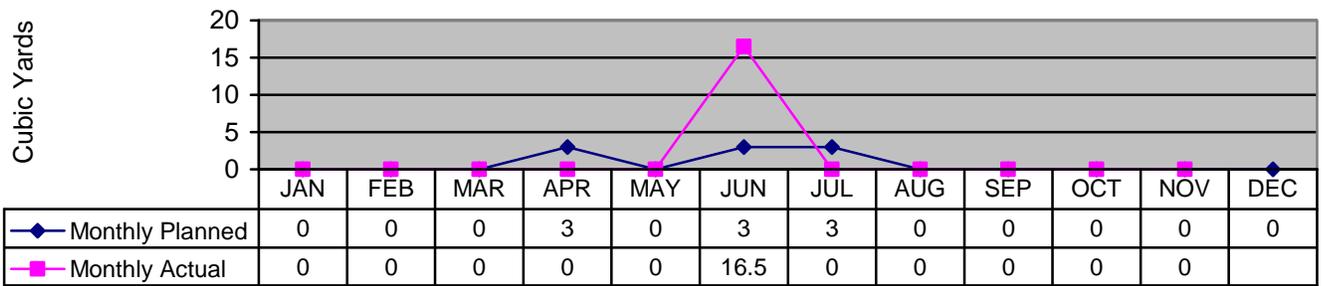


Concrete Replacement

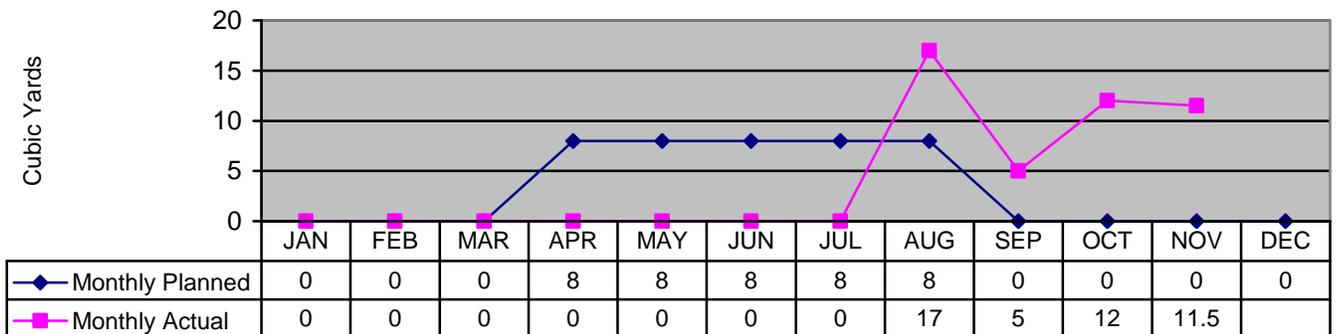
Sidewalk



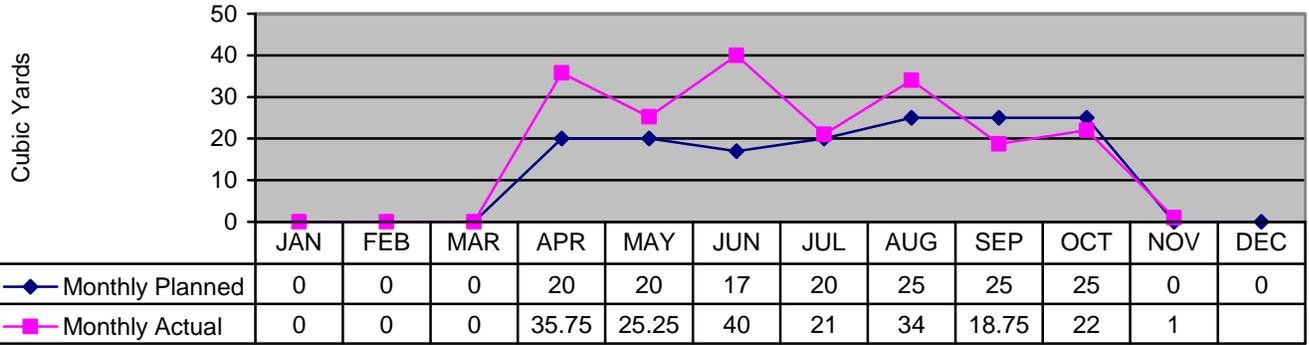
ADA Ramps



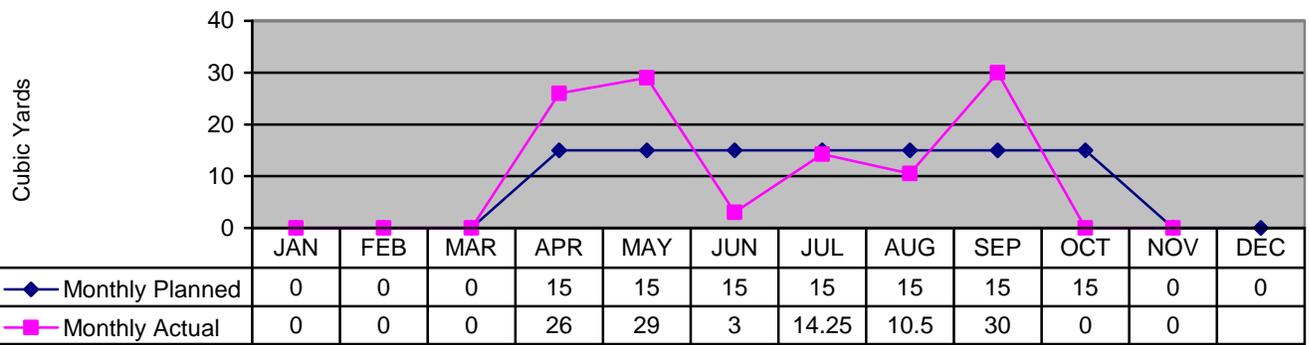
Crosspans and Aprons



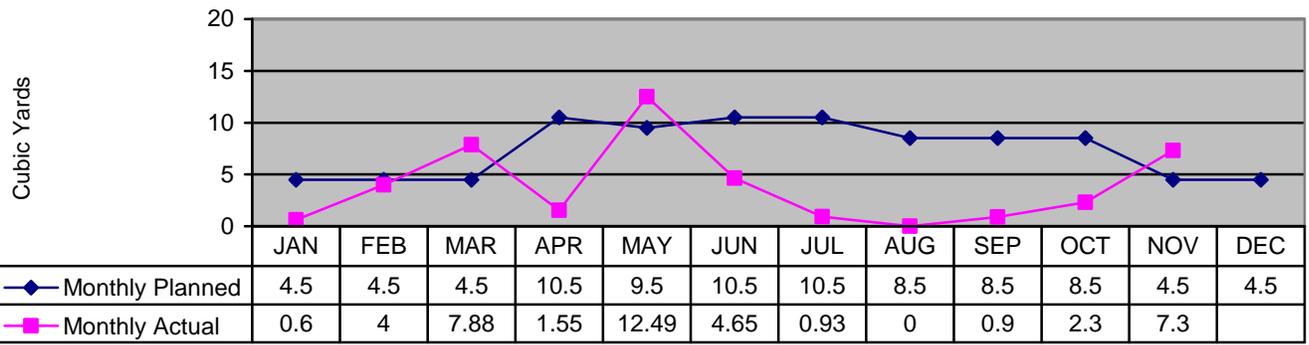
Curb, Gutter and Sidewalk Combination



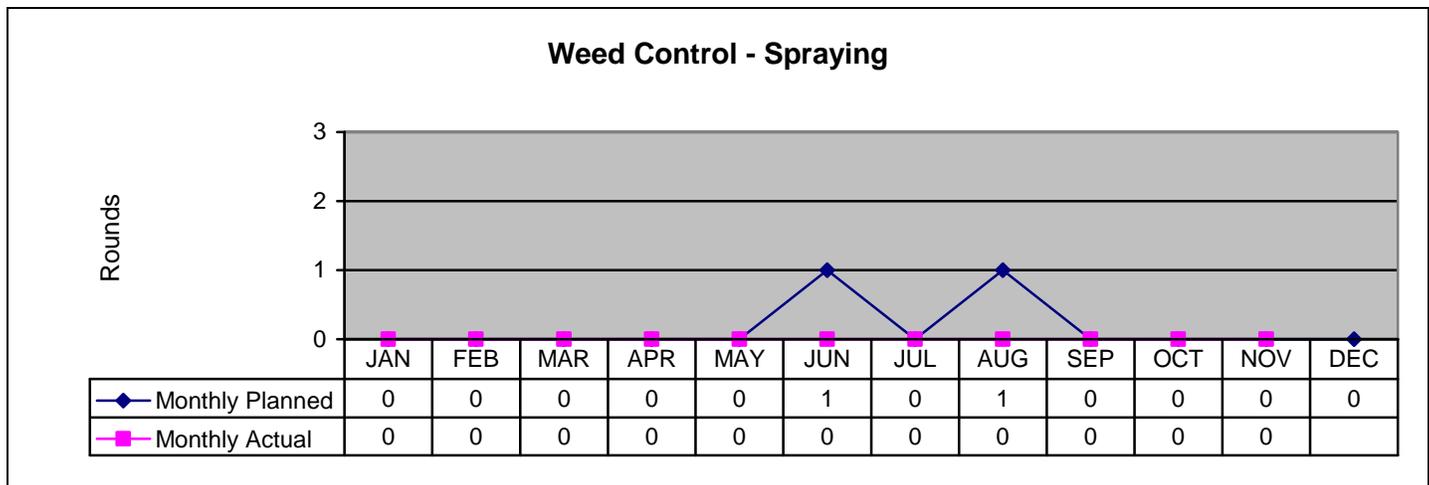
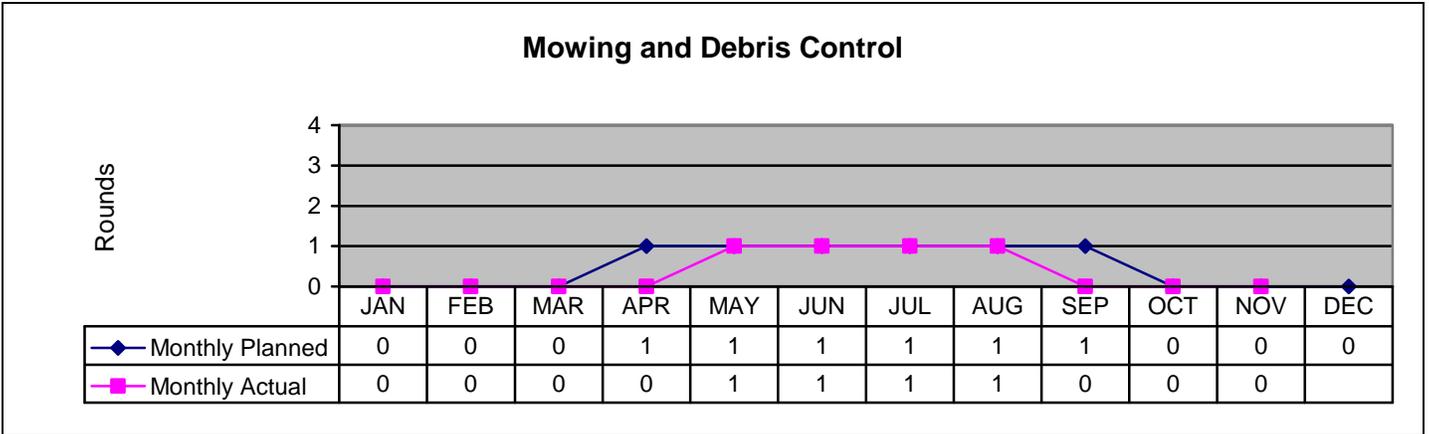
Curb and Gutter



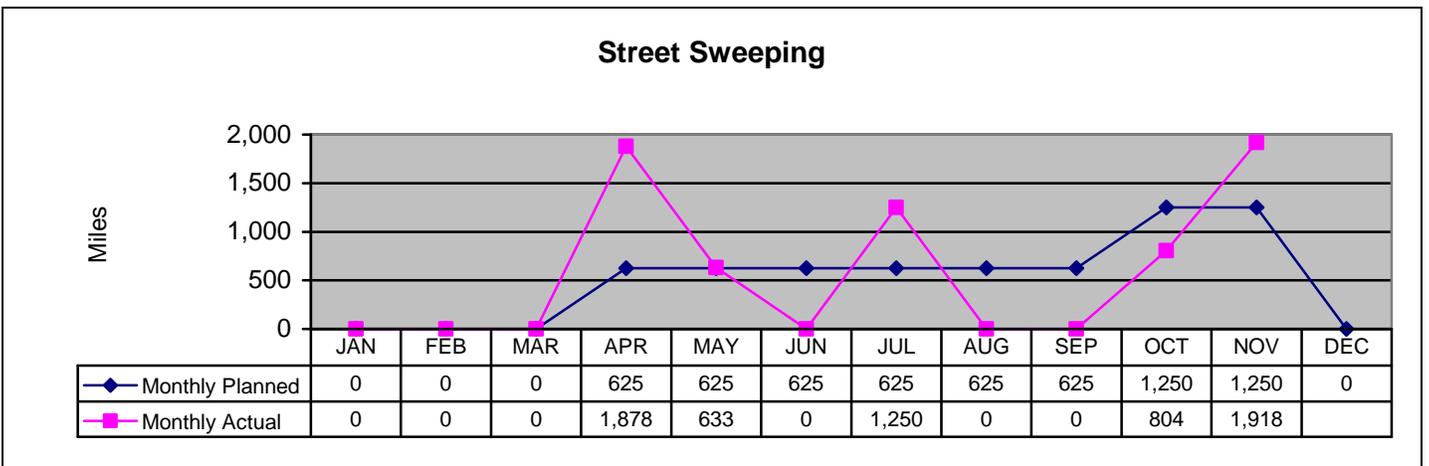
Concrete Maintenance



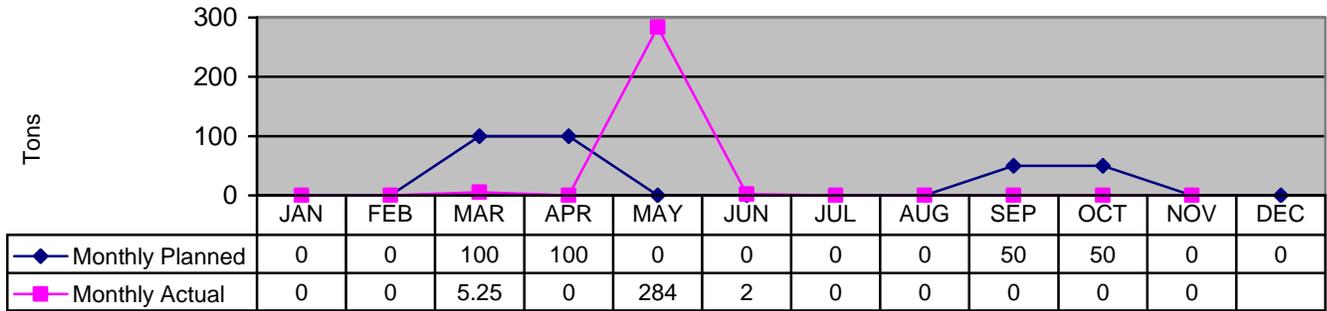
Mowing, Debris and Weed Control



Street Sweeping and Gravel Maintenance

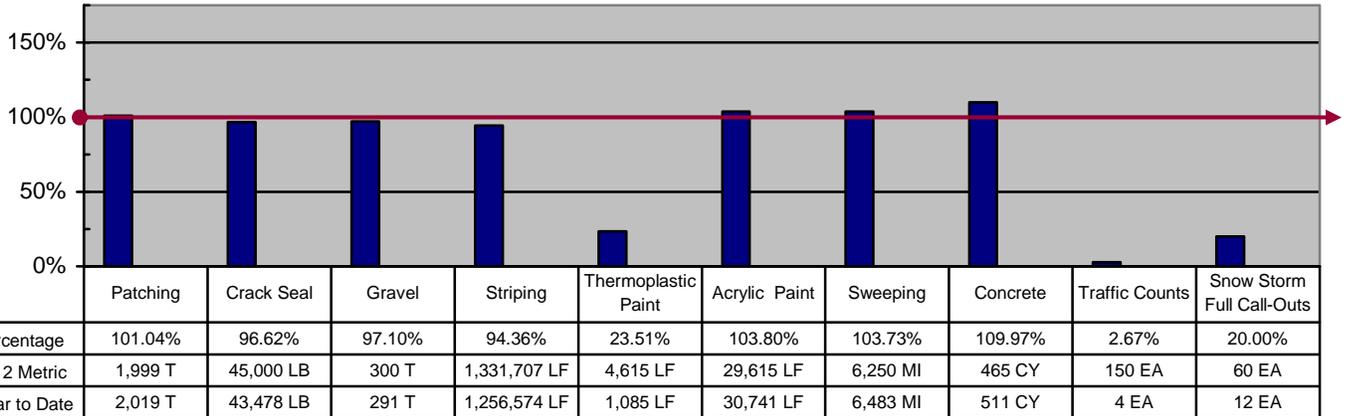


Gravel Maintenance



2012 Performance Measures

Percentage of Metric



Tons = T

Pounds = LB

Linear Feet = LF

Square Feet = SF

Miles = MI

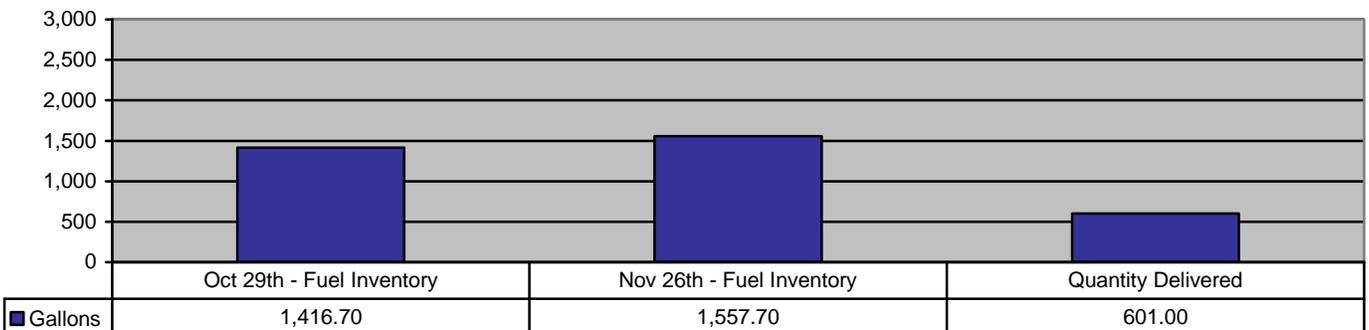
Cubic Yards = CY

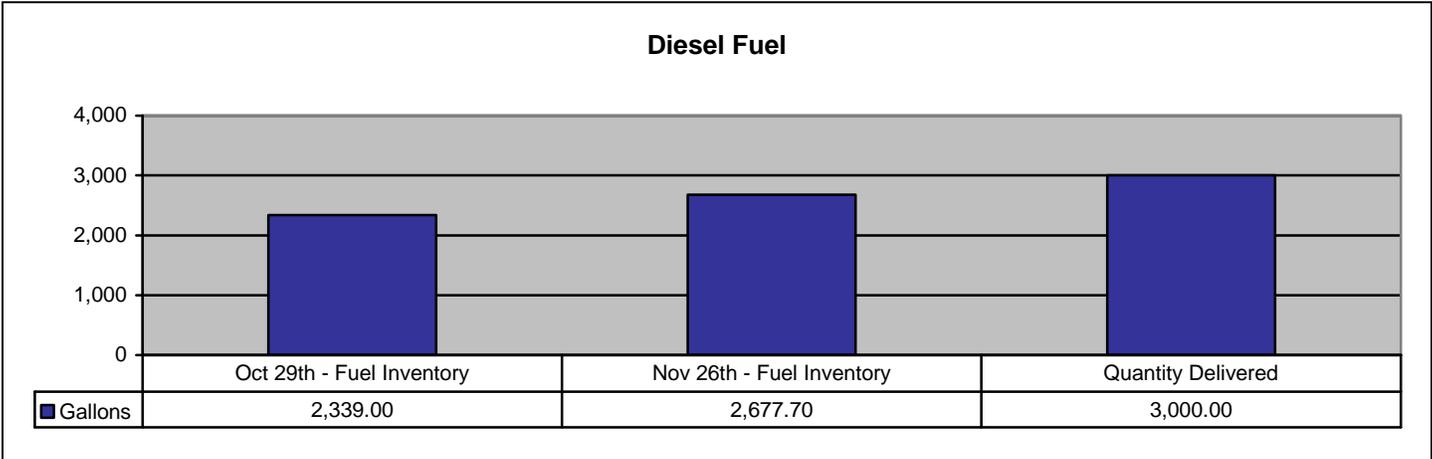
Each - EA

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





Snow Material Inventory

| | Beginning Inventory | Delivered | Used | Ending Inventory |
|----------------------------------|---------------------|-----------|----------|------------------|
| Liquid Material (Gallons) | | | | |
| APEX (MgCl) | 13,000.00 | 0.00 | 0.00 | 13,000.00 |
| Brine | 5,350.00 | 0.00 | 0.00 | 5,350.00 |
| Total | 18,350.00 | 0.00 | 0.00 | 18,350.00 |
| Solid Material (Tons) | | | | |
| Salt | 1,675.71 | 0.00 | (115.05) | 1,560.66 |
| Ice Slicer | 136.30 | 0.00 | 0.00 | 136.30 |
| Anti Skid (Sand/Salt Mix) | 309.00 | 0.00 | 0.00 | 309.00 |
| Total | 2,121.01 | 0.00 | (115.05) | 2,005.96 |

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.

| | 2012 Budget | Amount Transferred | Year-To-Date Expenditures | Remaining Balance |
|---------------------------------------|---------------|--------------------|---------------------------|-------------------|
| Animal Disposal | | | | |
| Animal & Pest Control (Large Animals) | \$ 2,500.00 | \$ 1,723.00 | \$ (3,585.00) | \$ 638.00 |
| Pet Cremation Services | \$ 1,000.00 | \$ - | \$ (395.00) | \$ 605.00 |
| Asphalt/Coldmix Material | \$ 90,000.00 | \$ 10,000.00 | \$ (87,659.23) | \$ 12,340.77 |
| Fuel | \$ 137,000.00 | \$ - | \$ (102,174.45) | \$ 34,825.55 |
| Mosquito Control | \$ 34,460.00 | \$ - | \$ (34,460.00) | \$ - |
| Signal (Pole) Maintenance | \$ 75,000.00 | \$ - | \$ - | \$ 75,000.00 |
| Signal Additions/Repairs | \$ 174,590.00 | \$ - | \$ (156,739.22) | \$ 17,850.78 |
| Snow Removal Materials | \$ 332,770.00 | \$ - | \$ (147,908.96) | \$ 184,861.04 |