



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

ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 2,040.
- [Work Requests](#) – The total number of work requests received were 2,274.
- [Compliance Summary](#) – Work requests were completed 93%-100% on time.
- [Right-Of-Way Permits](#) – There were 60 permits issued in October compared to 58 in 2008.
- [Traffic Maintenance](#) – 17 signs were installed and 24 were replaced.
- [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 October right-of-way permit revenue is \$37,681 and the YTD average is \$35,178.

PUBLIC WORKS MAJOR ACTIVITIES

Traffic Engineering Services (TES)

Sign Identification – TES completed the task of assigning an asset inventory label to every sign within the City, as well as collecting the sign type and location. Once staff completes loading this information into the database in November, the City will be able to utilize this information to develop the annual sign inspection and maintenance program.

Neighborhood Traffic Management Program (NTMP) for Fox Ridge-Mineral – As part of the NTMP for Fox Ridge Mineral, TES coordinated and completed the installation of electronic speed signs and pavement striping, which included bike lanes and a new crosswalk. The total cost of this project was \$32,198.

Signal Pole Inspections – TES managed the contract with LONCO, Inc, to complete structural inspections of 280 poles at the City's 68 traffic signals. The contractor determined 96% of the City's signal poles are in average condition or better. Of the remaining 4% (12 poles), two (2) poles will require replacement and the remaining ten (10) poles will need repairs.

Field Services

Right-of-Way Administrative Regulations - The new regulations for work within the right-of-way were implemented on October 5, 2009. The fee schedule was updated and the regulations were modified to clarify permit requirements, simplify the permit process, and address concerns of the utility companies, contractors, districts and City staff. The feedback received after implementation has been positive and the October fees from the right-of-way permits has exceeded the projected monthly average.

Winter Storm Table-Top Exercise – Public Works participated in the 2009-2010 Winter Storm Table-Top Exercise, hosted by the Arapahoe county Sheriff's Office. The purpose of this meeting was to coordinate with governmental agencies in our area to discuss responsibilities and actions during a severe winter storm.

Snow Management – Centennial experienced a significant snow event that began on Tuesday, October 27th and ended on Saturday, October 31st. When the storm settled, more than fifteen (15) inches of snow fell over Centennial. Crews plowed 9,527 miles and used approximately 610 tons of granular material for this storm.

A LOOK AHEAD

- Complete data entry for the sign identification project and develop a sign inspection and maintenance program for the City's consideration.
- Conduct a review of the NTMP policy and develop recommendations to improve the program.
- Submit the Signal Pole NDT final report and coordinate repair and/or replacement of signal poles
- Create a summary report for the Walnut Hills traffic safety assessment.
- Create collision diagrams for intersections, which will be used to identify high-accident locations that may qualify for CDOT Hazard Elimination Program funding.
- Perform minor bridge maintenance, shoulder work, pavement repairs, pavement striping and sign maintenance. Field Services will also perform snow management activities when needed.

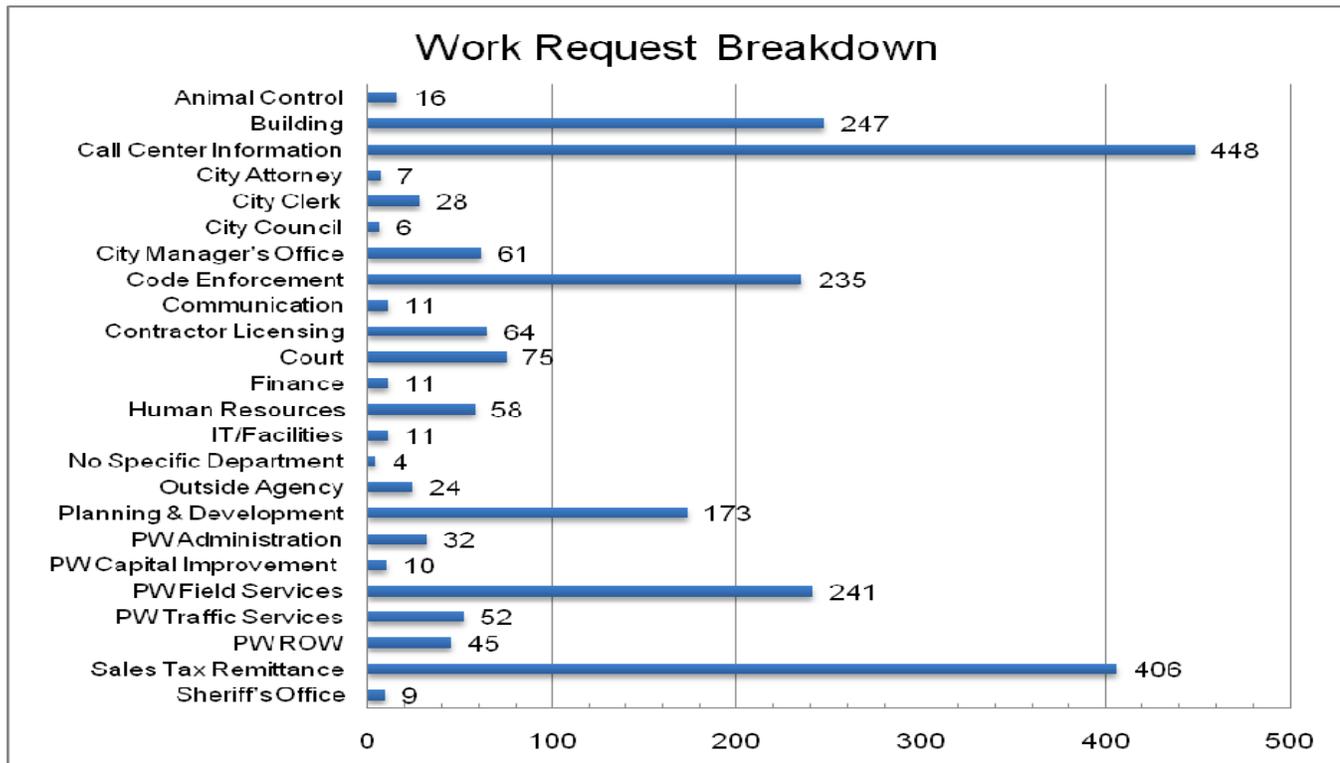
Call Center

In October, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 2,040, which includes web requests. In total, 98 calls were routed to the answering service during and after business hours. Sixteen (16) of the roll over calls were during business hours, this unusually high number was due to staff leaving the Call Center early because of weather conditions. Overall, for the month of October, the Call Center had a 95% compliance metric of answering phone calls within 120 seconds.

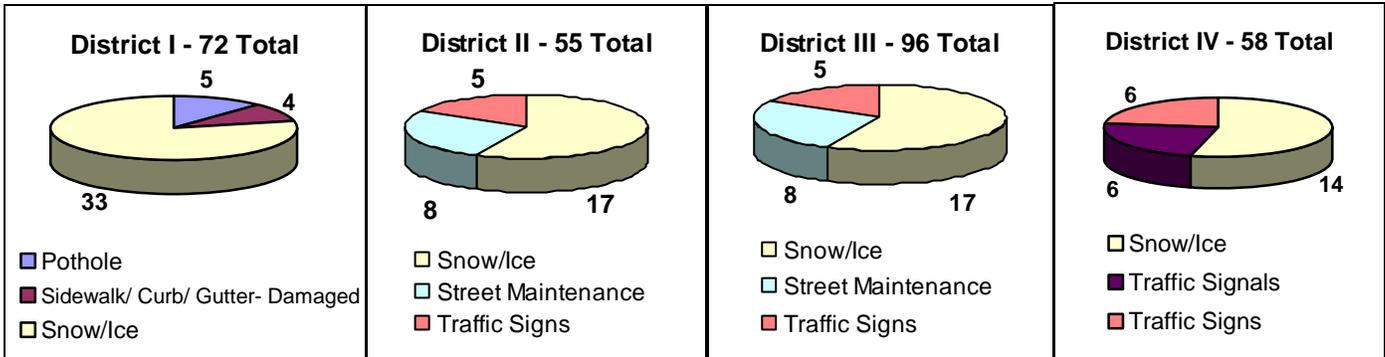
October - 2009	Week 1	Week 2	Week 3	Week 4	MTD
	Oct 1 - 9	Oct 10-16	Oct 17-23	Oct 24-31	Total
Web Requests	25	18	5	15	63
Total Calls Handled by Call Center	606	464	461	446	1,977
Total Metric for Call Center	631	482	466	461	2,040
Total Calls Rolled Over to Answering Service During Business Hours	0	0	0	16	16
Total Calls Rolled over to Answering Service After Hours	17	21	18	26	82

Work Request Breakdown

The work requests received by the City for the month of October were 2,274.



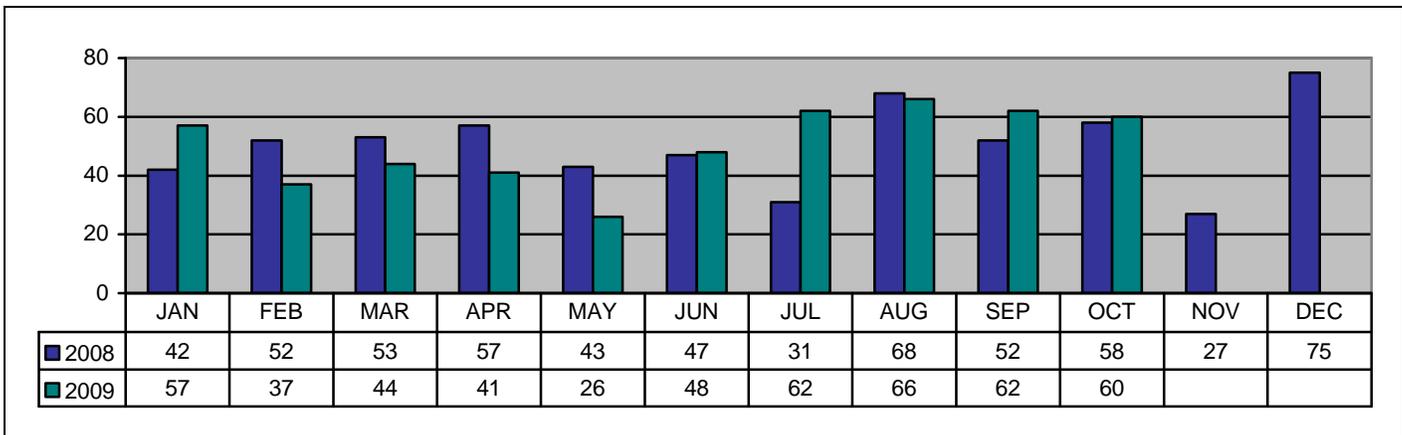
Work Request by District and Top Three Issues



Compliance Summary

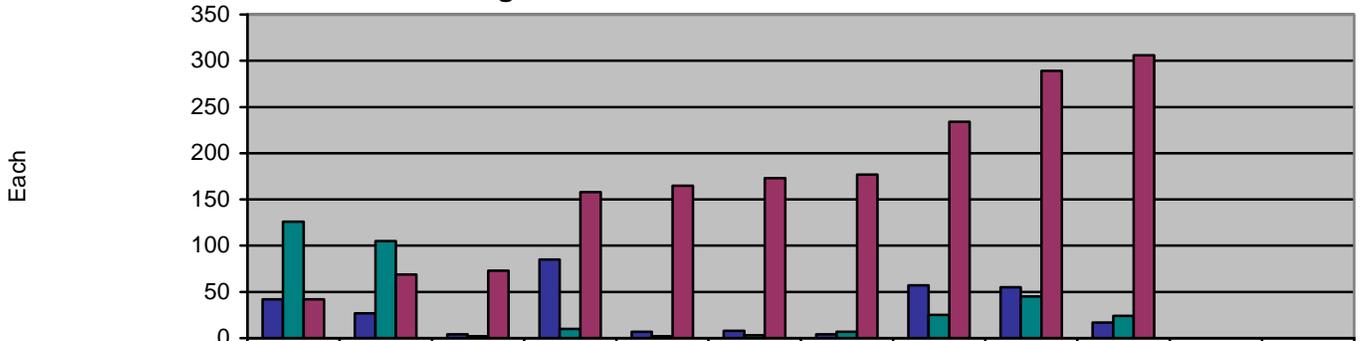
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	80	85%	80	100%	0.19
2 - Important (Completed within 3 Business Days)	47	85%	44	93%	1.76
3 - Standard (Completed within 10 Business Days)	19	85%	19	100%	3.59
4 - Preventative Maintenance (Scheduled Work)	186	N/A	N/A	N/A	N/A
Grand Total	332				
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard		Compliance %
	2,040		85%		95%

Annual Comparative Right-Of-Way Permits



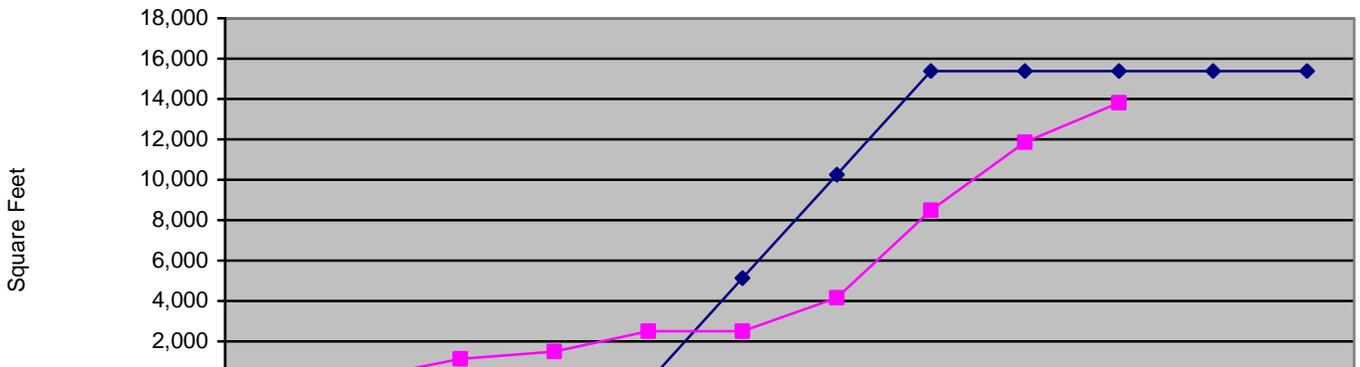
Traffic Maintenance

Sign Installation and Activities



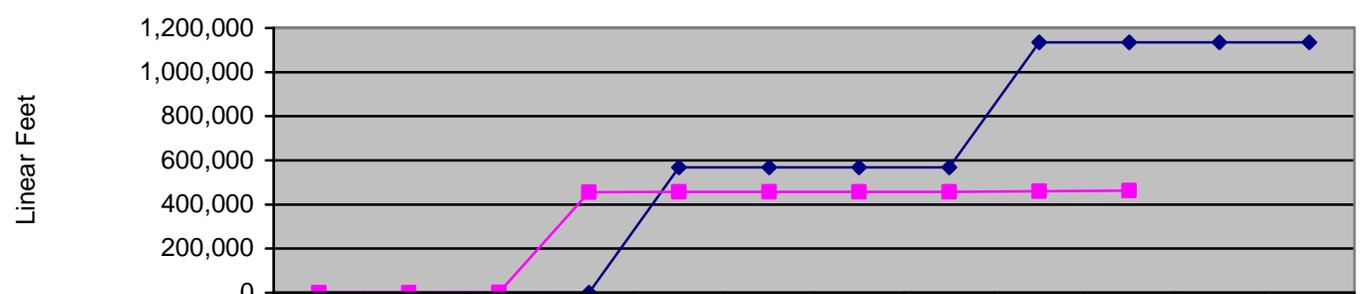
■ Installation	42	27	4	85	7	8	4	57	55	17		
■ Replacement	126	105	2	10	2	3	7	25	45	24		
■ Cumulative Installation	42	69	73	158	165	173	177	234	289	306		

Crosswalks/Stopbars



◆ Cumulative Planned	0	0	0	0	0	5,129	10,258	15,387	15,387	15,387	15,387	15,387
■ Cumulative Actual	96	210	1,128.00	1,502.36	2,496.36	2,496.36	4,153.36	8,489.36	11,856.36	13,809.86		

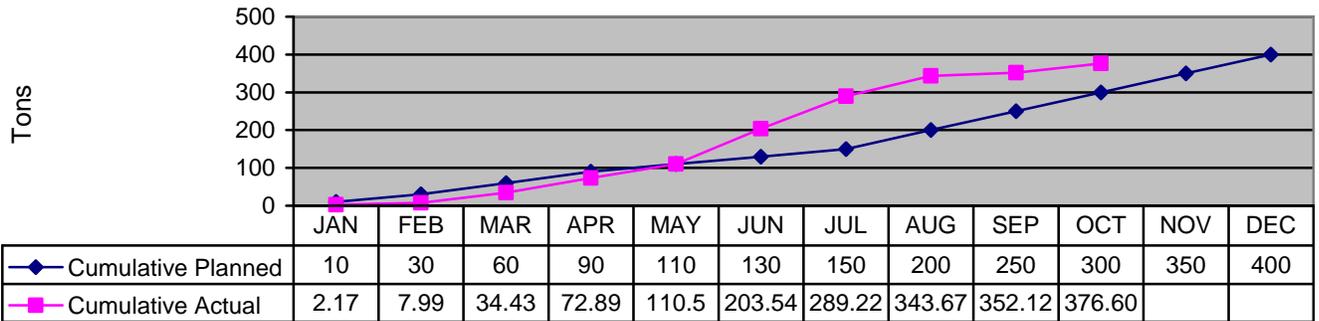
Lane Striping



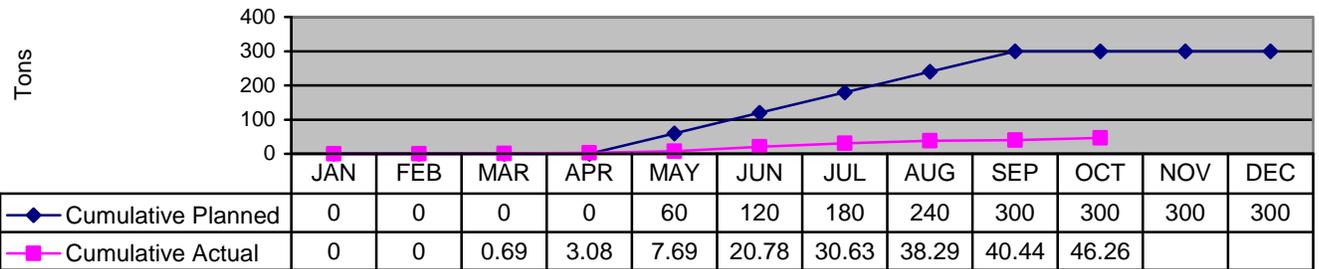
◆ Cumulative Planned	0	0	0	0	567,847	567,847	567,847	567,847	1,135,694	1,135,694	1,135,694	1,135,694
■ Cumulative Actual	0	0	1,400	456,088	457,785	457,785	457,785	457,785	459,410	462,396		

Pavement Maintenance

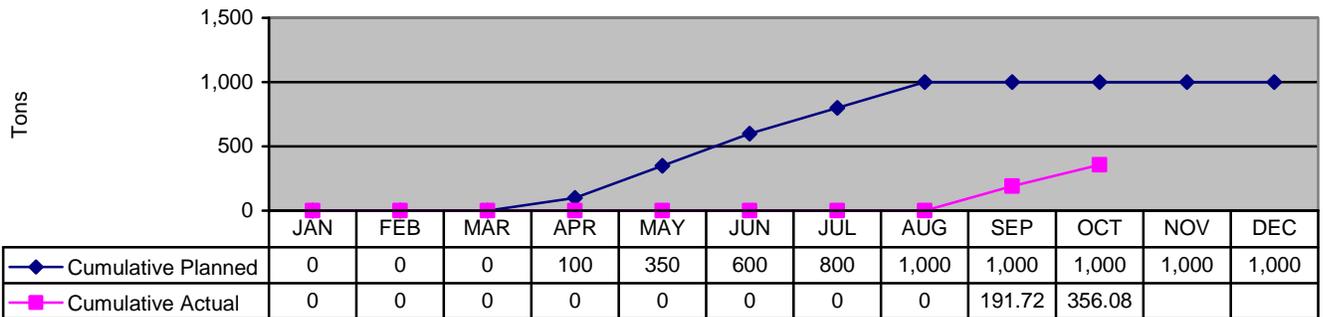
Pothole Patching



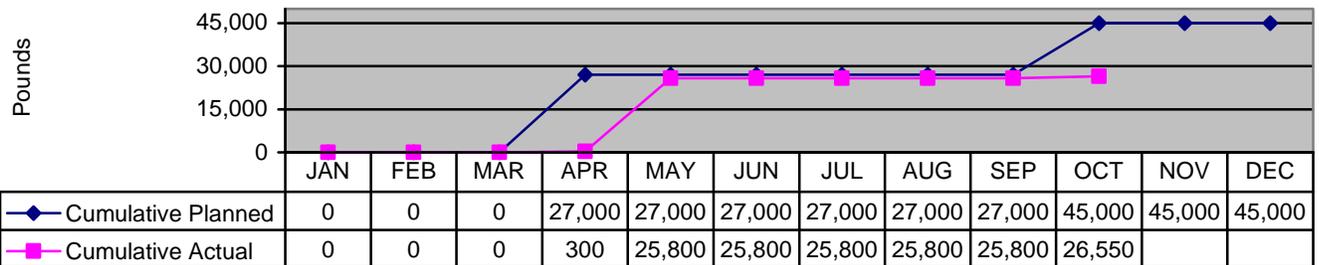
Patch Back



Major Patching

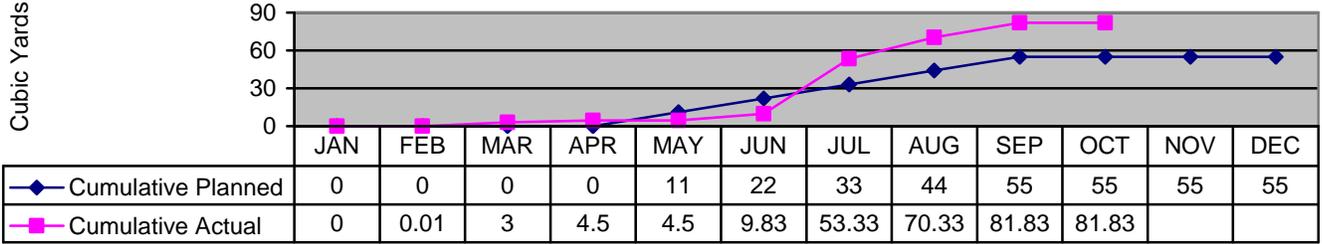


Crack Seal

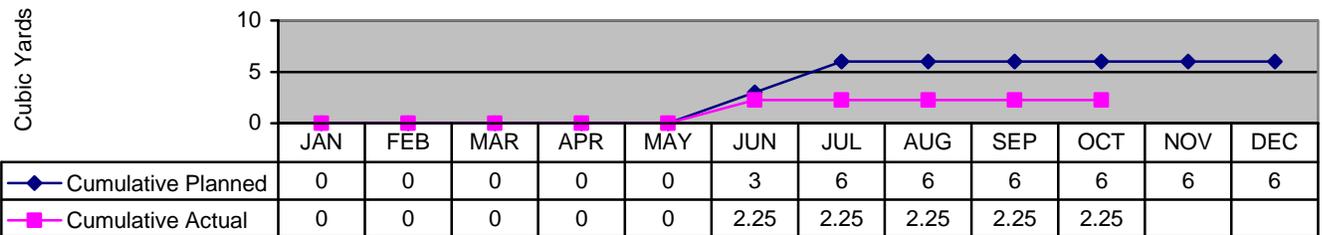


Concrete Replacement

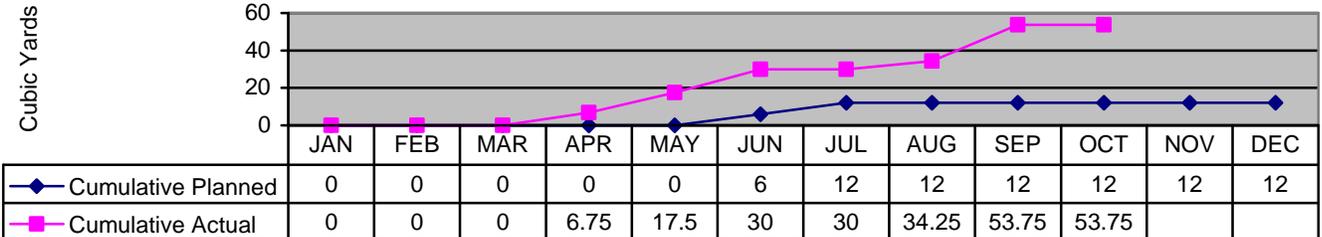
Sidewalk



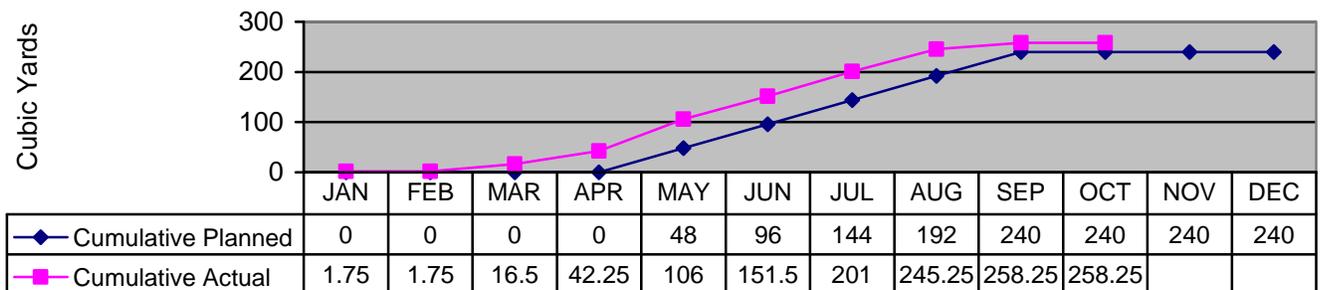
ADA Ramps



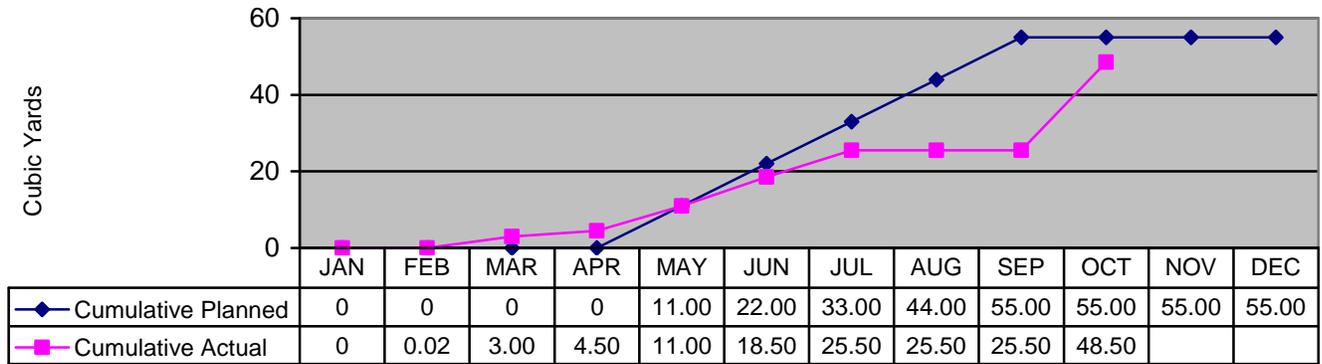
Crosspans and Aprons



Curb, Gutter and Sidewalk Combination

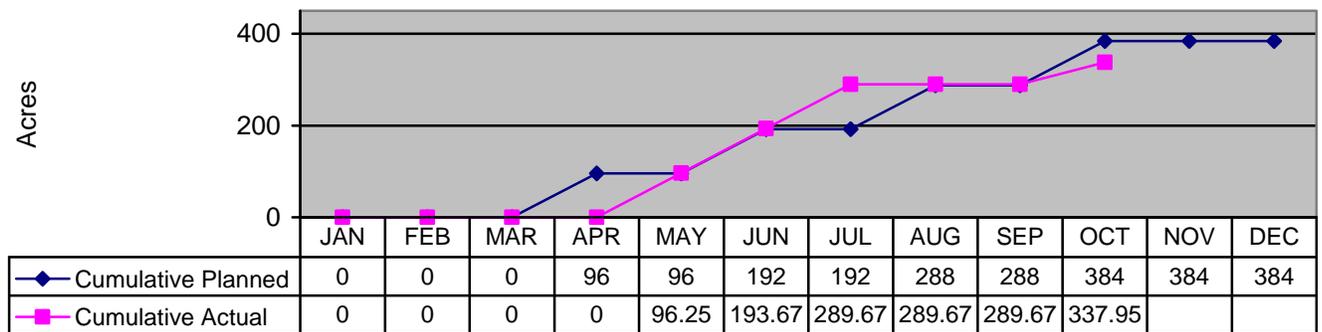


Curb and Gutter

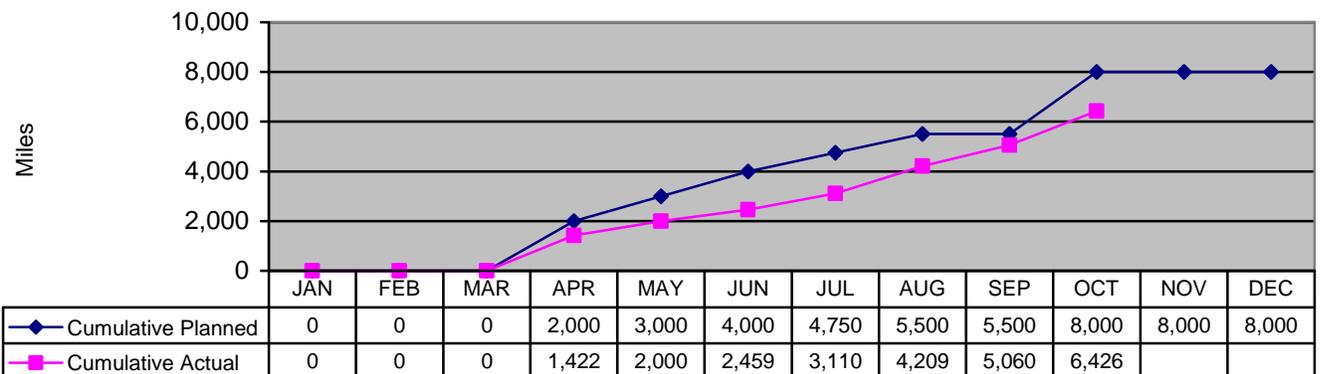


Mowing, Sweeping and Shoulder Maintenance

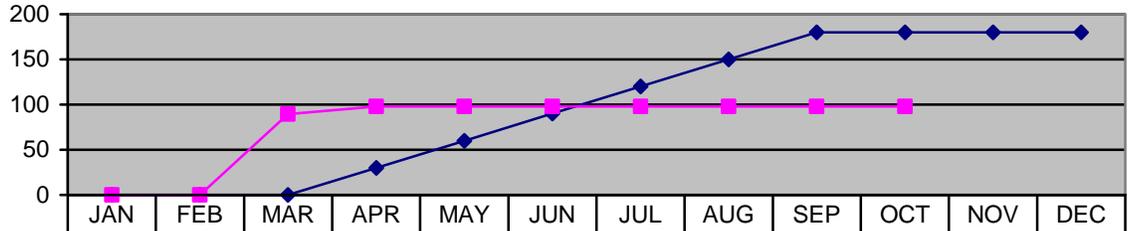
Vegetation and Debris Control



Street Sweeping



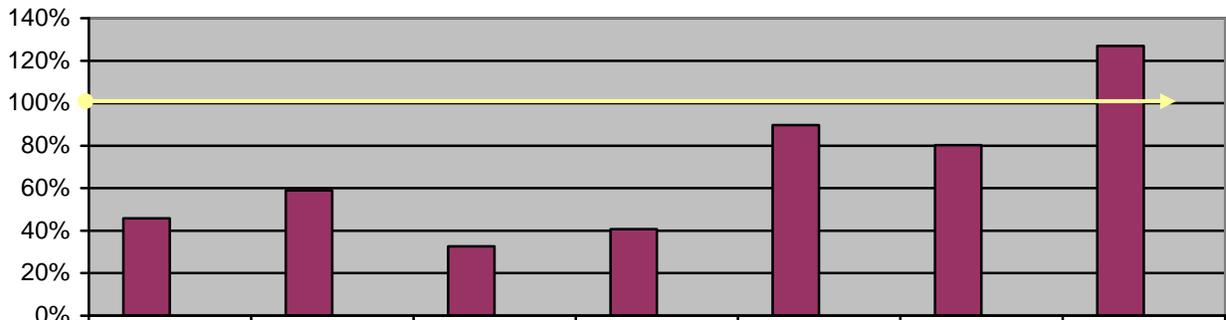
Gravel Shoulder Maintenance



◆ 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		

Performance Measures

2009 Percentage of Metric Met

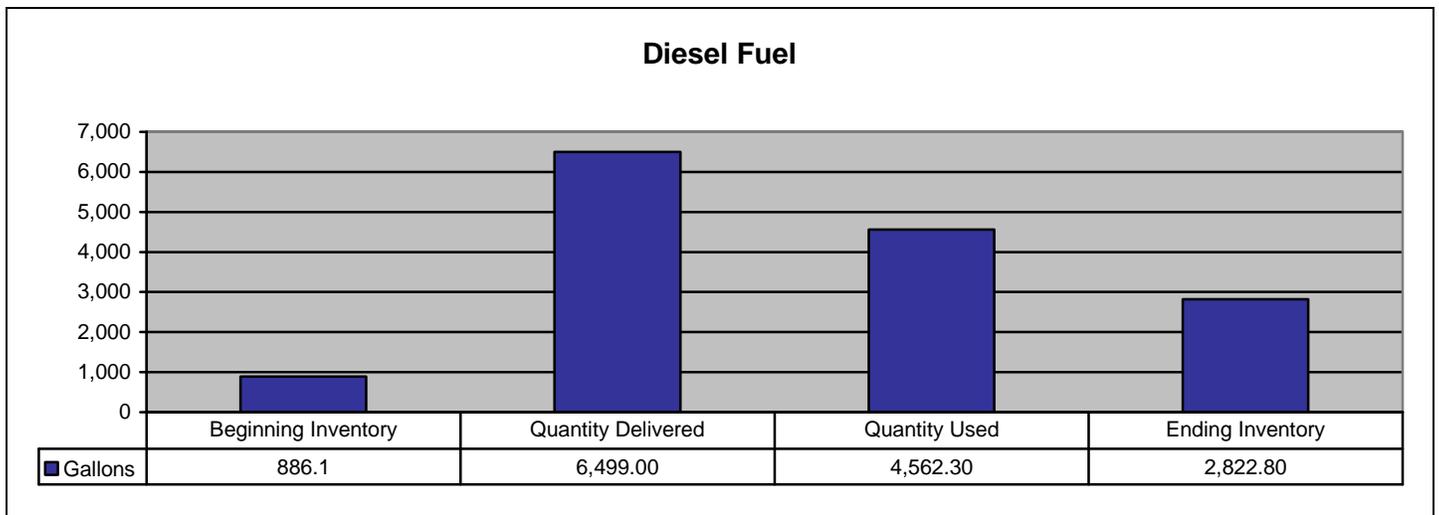
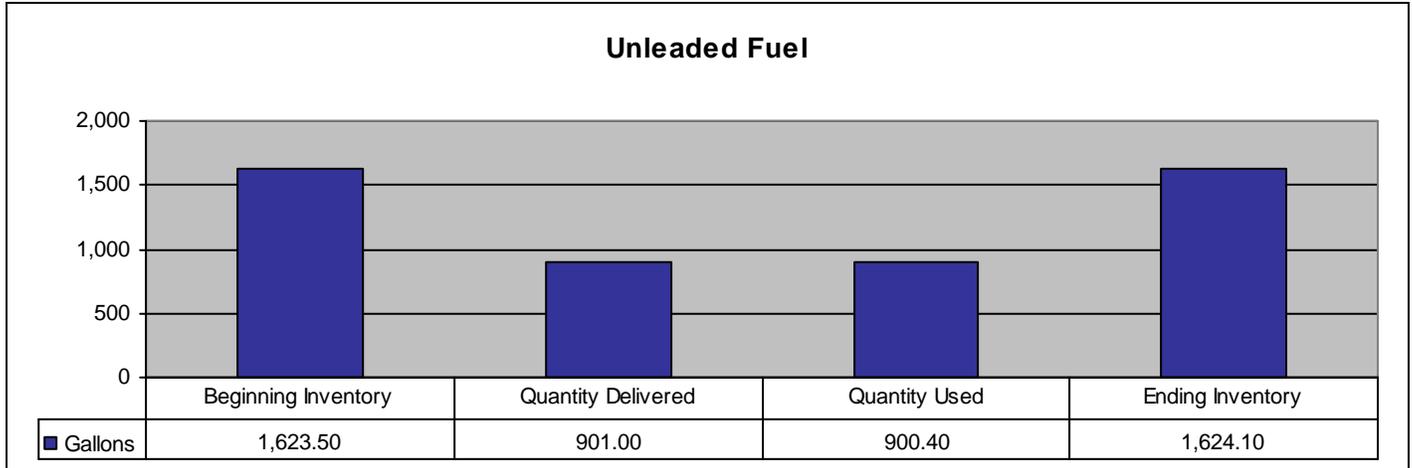


■ Percentage	45.82%	59.00%	32.63%	40.71%	89.76%	80.33%	127.02%
□ 2009 Metric	1,700 T	45,000LB	300 T	1,135,694 LF	15,385 SF	8,000 MI	350 CY

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

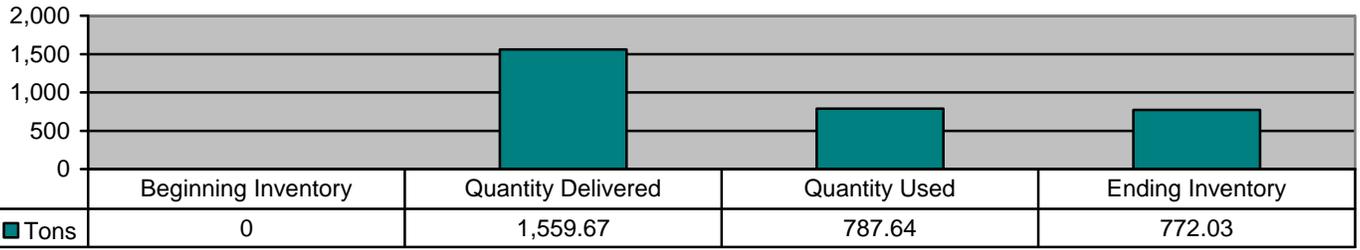
Fuel Inventory

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

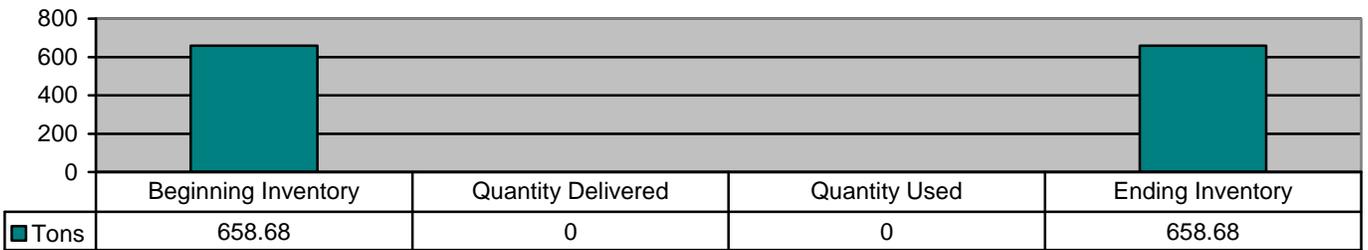


Snow Material Inventory

Rock Salt



Ice Slicer



Liquid Deicer

