



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

ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,415.
- [Work Requests](#) – The total number of work requests received were 1,945.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed with 96%-100% compliance.
- [Right-Of-Way Permits](#) – There were 39 permits issued in October.
- [Traffic Maintenance](#) – A total of 14 signs were installed and 37 were replaced for the month.
- [Pavement Maintenance](#) – October pothole patching required 164 tons of asphalt.
- [Concrete Replacement](#)
- [Mowing, Debris, and Weed Control](#) – The mowing efforts are complete for the year.
- [Street Sweeping and Shoulder Maintenance](#) – The sweepers are scheduled to complete the fifth rotation.
- [2011 Performance Measures](#)
- [Fuel Inventory](#) – Unleaded Fuel Usage and Diesel Fuel Usage
- [Vehicle Use and Efficiency](#) – The data is not available due to technical difficulties. The report will be updated as soon as the information is available.
- [Snow Material Inventory](#) - The APEX and Deicer materials were measured on October 24th and this report reflects the correct quantities.
- [City Budgets](#)

REVENUE

The October right-of-way permit revenue, excluding pavement restoration fees, was \$24,487.

PUBLIC WORKS MAJOR ACTIVITIES

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

Selection of the 2012 Signal Maintenance Contractor.

Continued work on the sign inventory program.

Evaluation of the Heritage Village HOA Neighborhood Traffic Management Program (NTMP)

Development of sign orders.

Coordinated the Southwood NTMP project public consensus.

Crews completed the fifth sweeping rotation throughout the entire City.

A LOOK AHEAD

- Submittal of the FASTER project applications to the Colorado Department of Transportation (CDOT). The Projects will include right-turn lanes at Arapahoe Road/Revere, Arapahoe Road/Potomac and sidewalk improvements along University Boulevard.
- Finalize contract negotiations with the selected Signal Maintenance Contractor.
- Continue testing and implementation of radios for the 2010 MEPP Smoky Hill Road and Jordan Communications Project.
- Adjust clocks on signals and school beacons.
- Install new time clocks in School Beacons
- Complete the sign inventory program.
- Coordinate the fifth sweeping rotation.

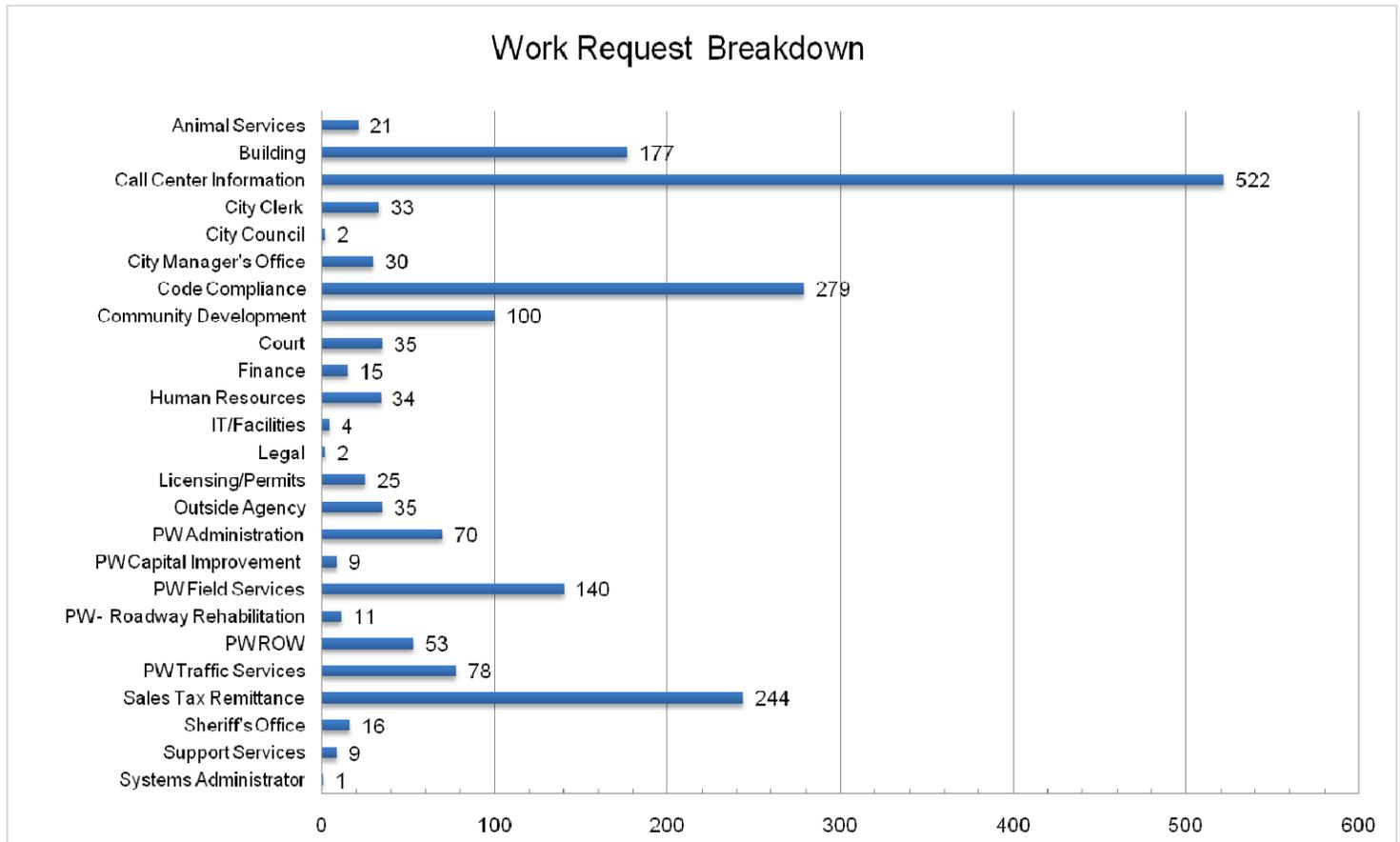
Call Center

In October, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,415 which includes 38 web requests. Only 36 calls were routed to the answering service during business hours, and a total of 54 calls after business hours. Overall, for the month of October, the Call Center had a 92% compliance metric of answering phone calls within 120 seconds.

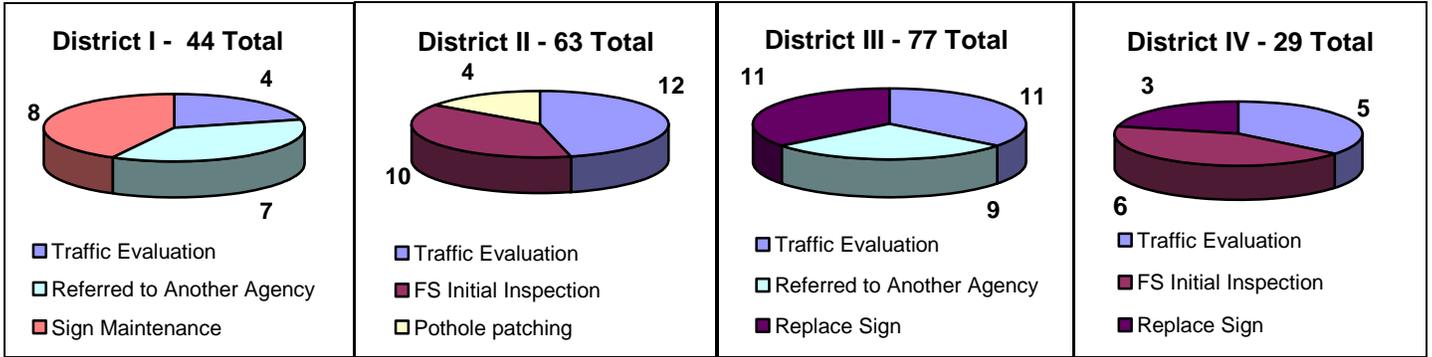
October 2011	Week 1	Week 2	Week 3	Week 4	MTD
	Oct 1-7	Oct 8-14	Oct 15-21	Oct 22-31	Total
Web Requests	16	9	7	6	38
Total Calls Handled by the Call Center	337	329	344	367	1,377
Total Metric for Call Center	353	338	351	373	1,415
Total Calls Rolled Over to Answering Service During Business Hours	13	10	4	9	36
Total Calls Rolled over to Answering Service After Hours	14	14	10	16	54

Work Request Breakdown

The work requests received by the City for the month of October were 1,945.



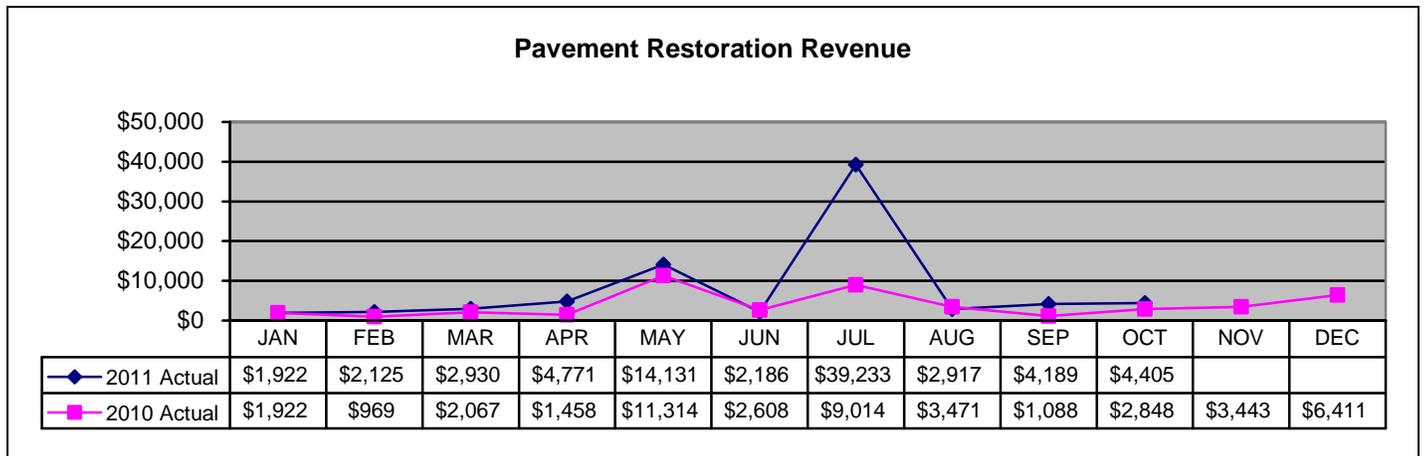
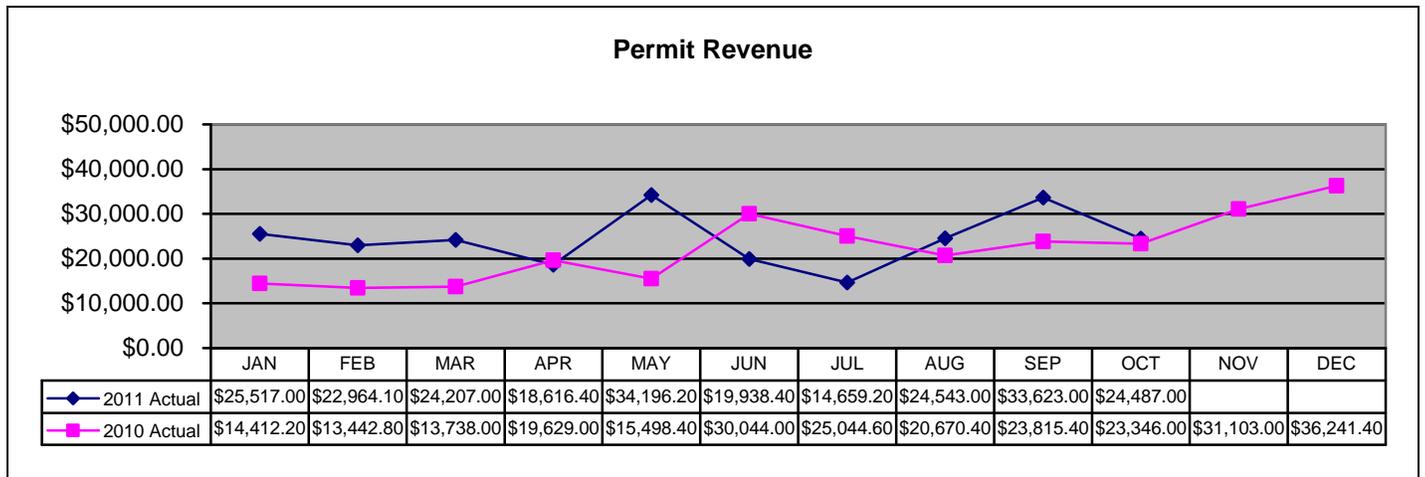
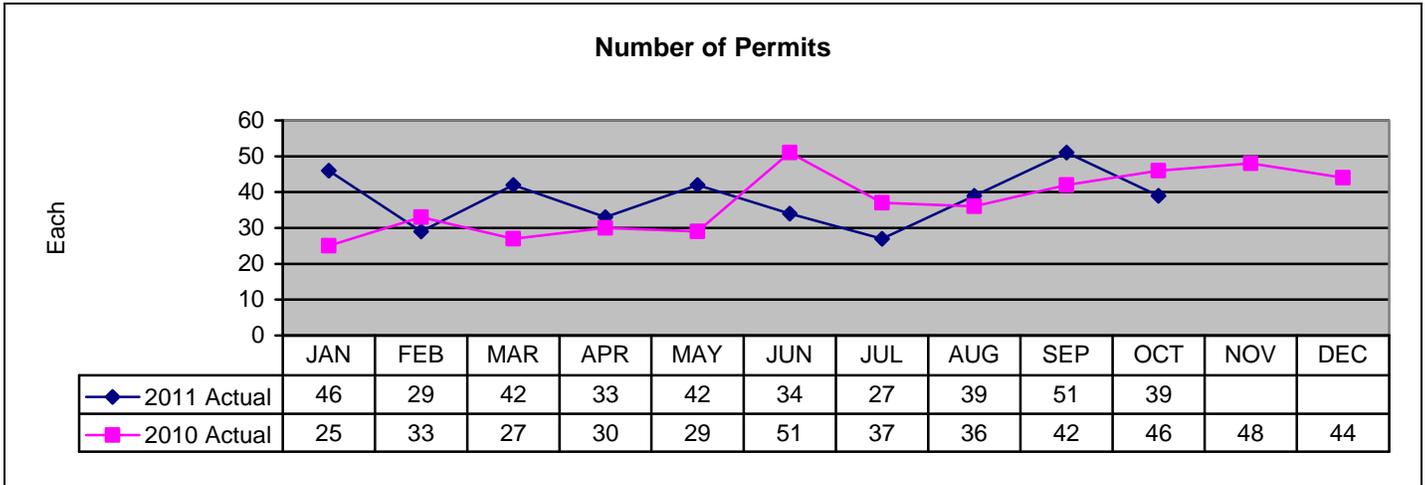
Work Request by District and Top Issues



Compliance Summary

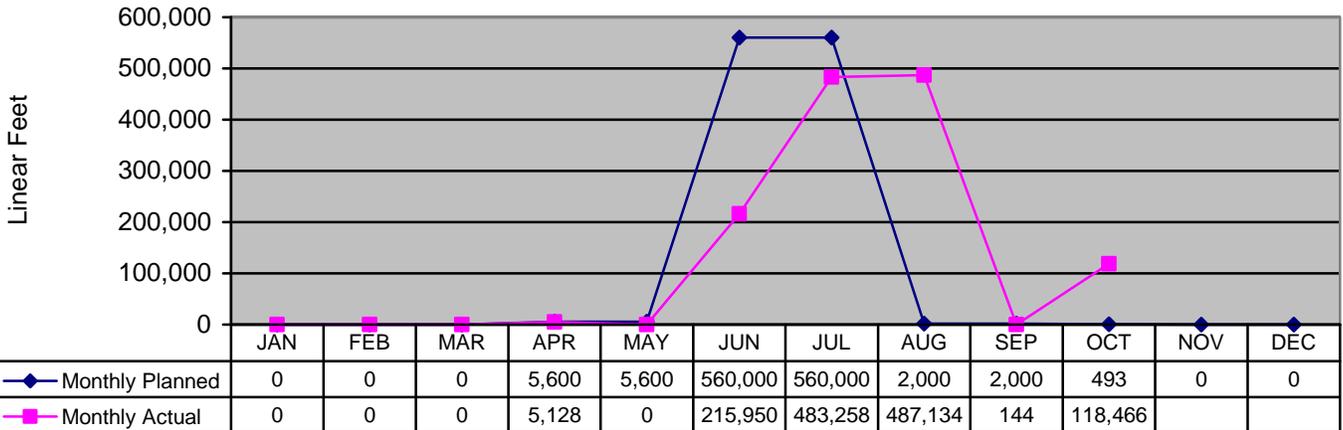
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	39	85%	38	97%	.20
2 - Important (Completed within 3 Business Days)	24	85%	23	96%	.92
3 - Standard (Completed within 10 Business Days)	12	85%	12	100%	2.37
4 - Preventative Maintenance (Scheduled Work)	194	N/A	N/A	N/A	N/A
5 - Street Rehabilitation	13	N/A	N/A	N/A	N/A
Grand Total	282				
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard		Compliance %
	1,415		85%		92%

Annual Comparative Right-Of-Way Permits

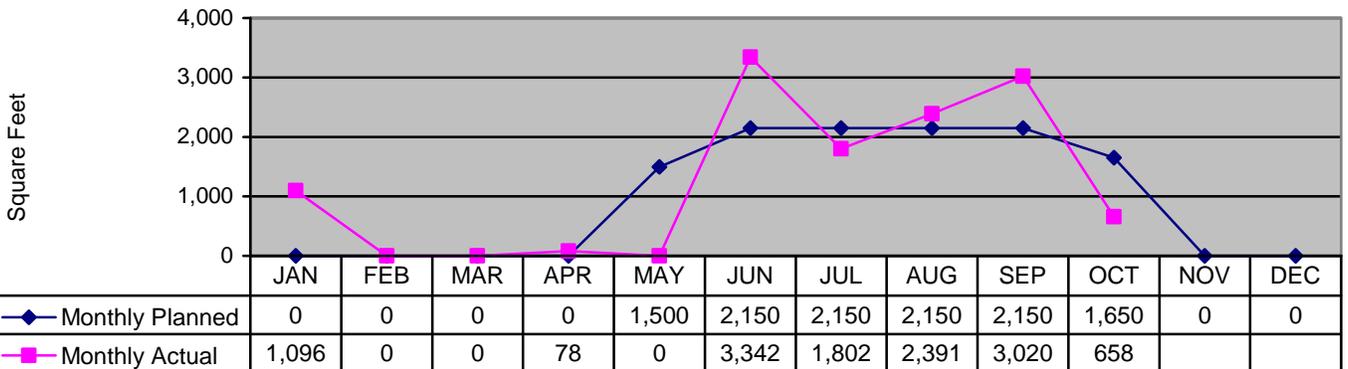


Traffic Maintenance

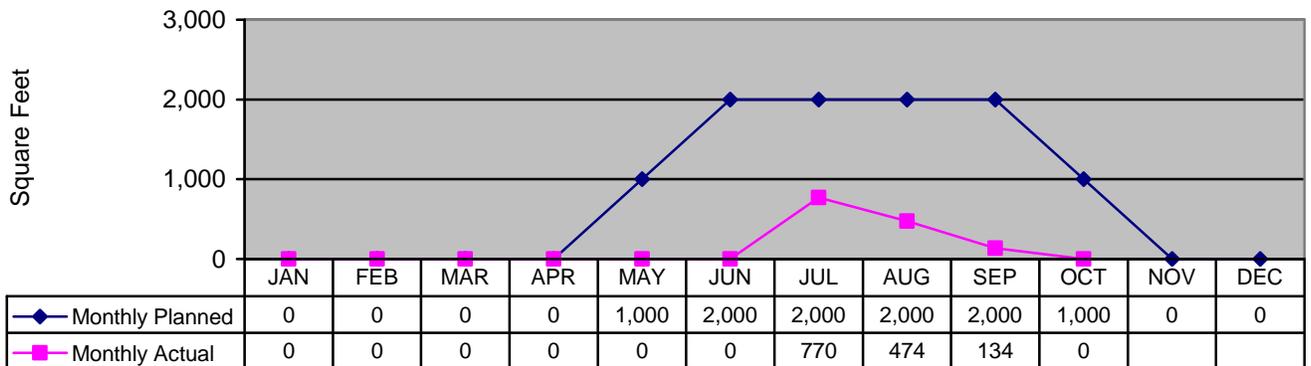
Lane Striping



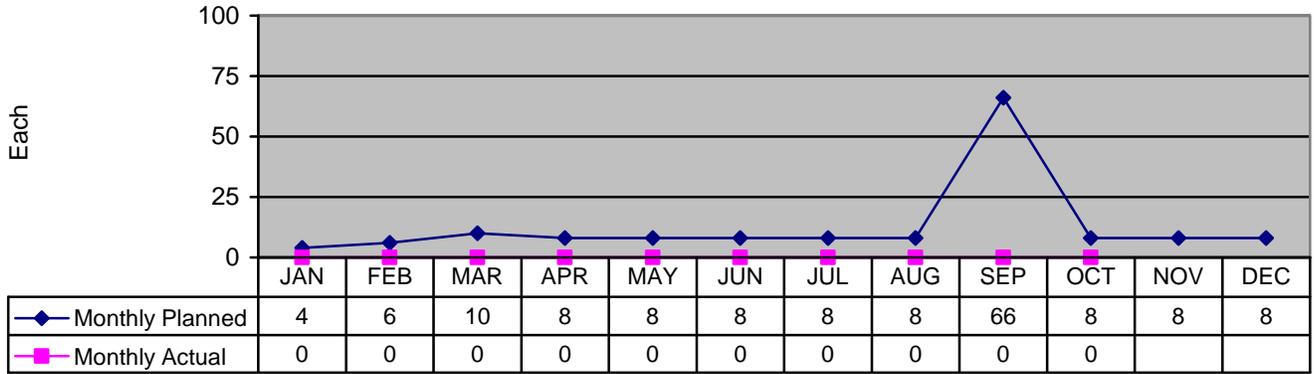
Thermoplastic Crosswalks and Stopbars



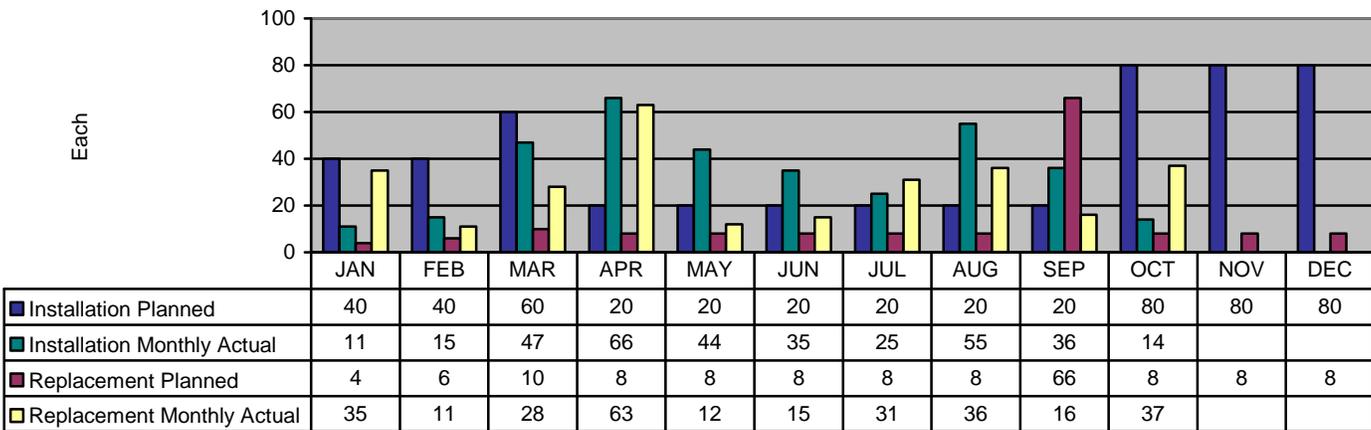
Acrylic Paint Crosswalks and Stopbars



Traffic Counts

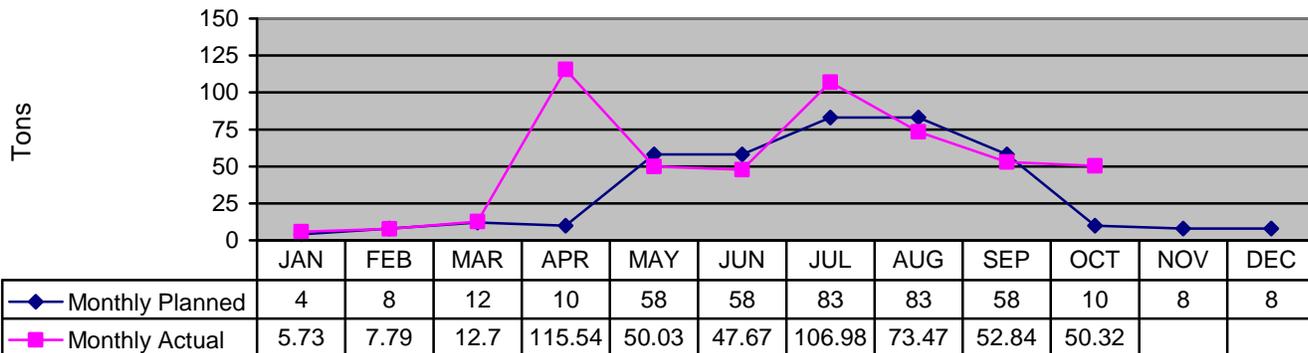


Sign Installation and Replacement

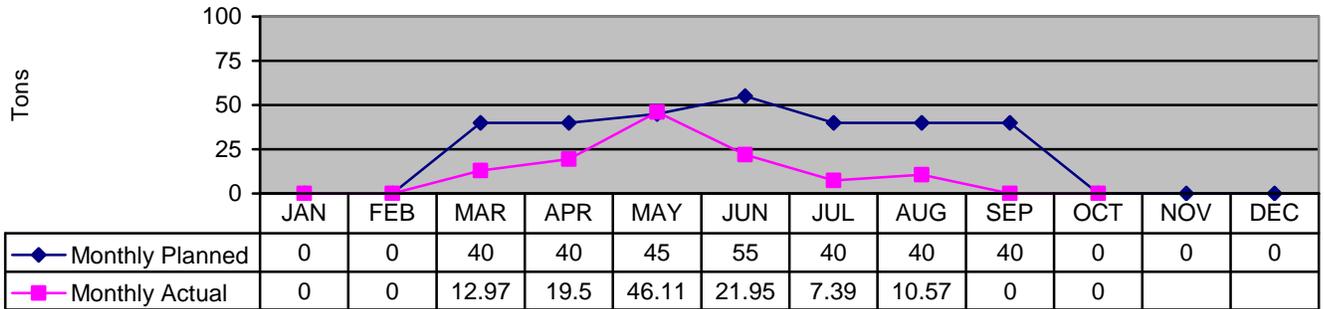


Pavement Maintenance

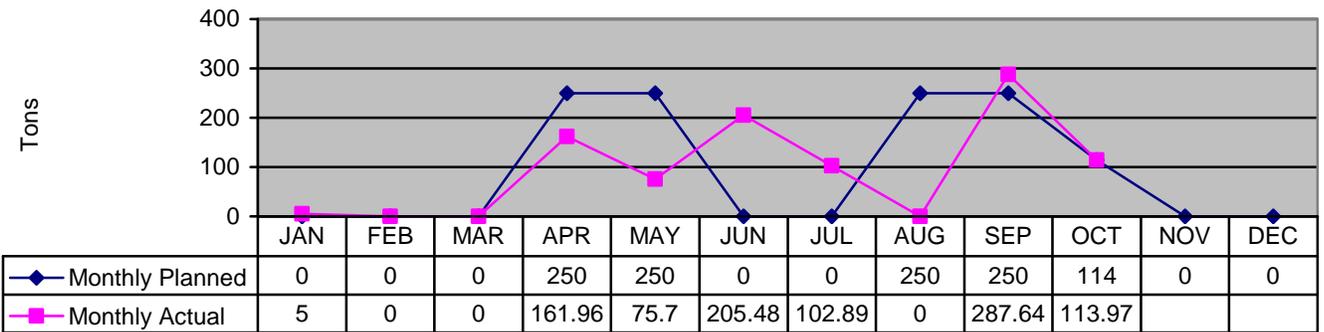
Pothole Patching



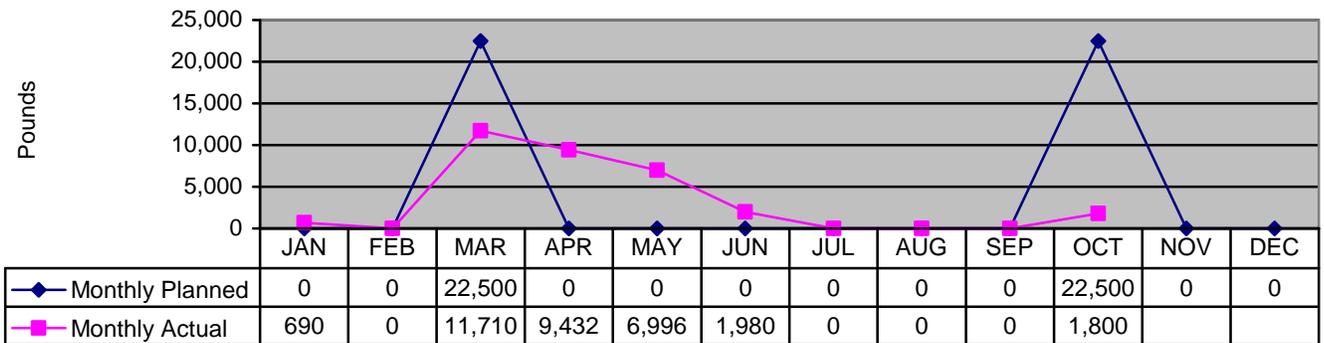
Patch Back



Major Patching

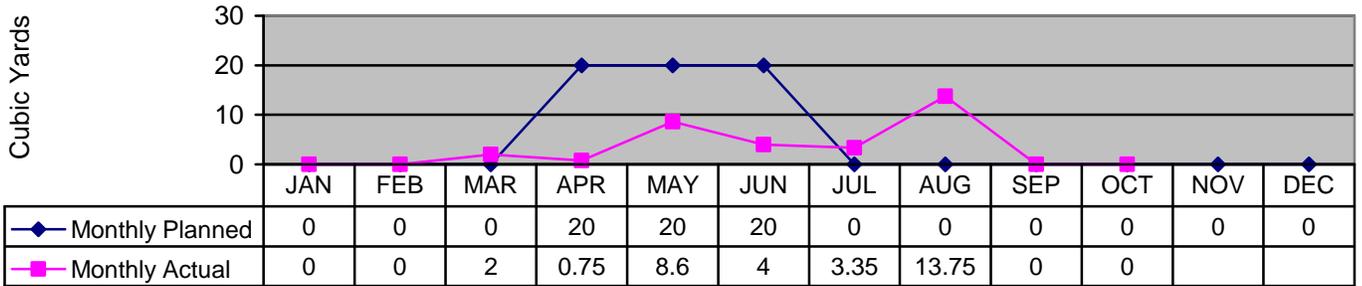


Crack Seal

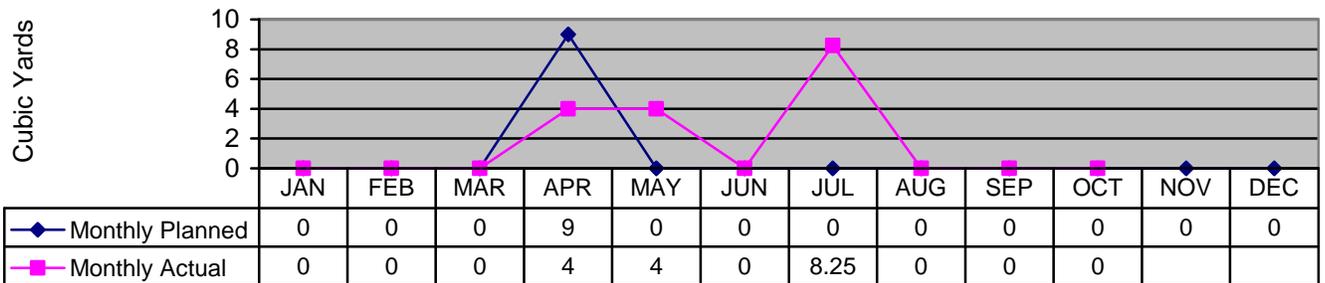


Concrete Replacement

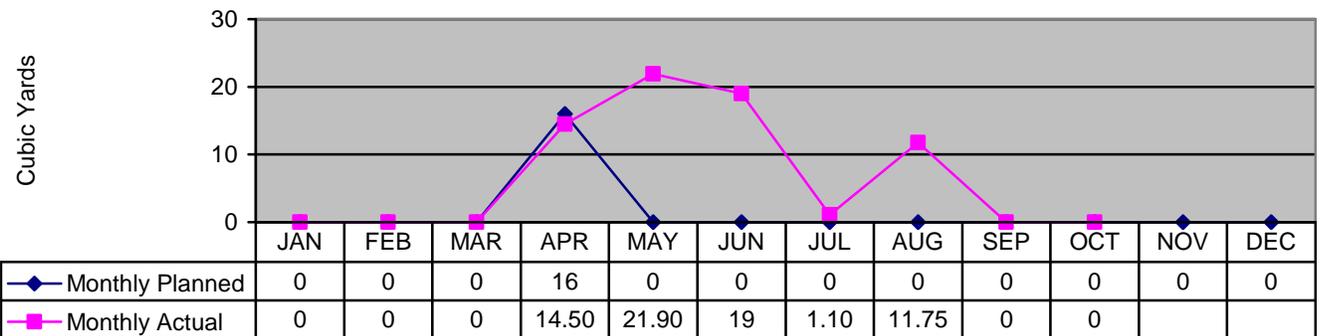
Sidewalk



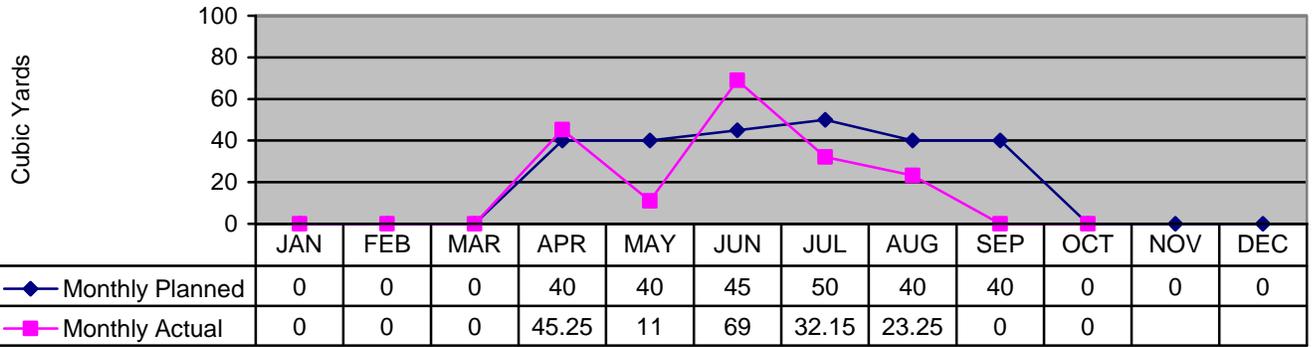
ADA Ramps



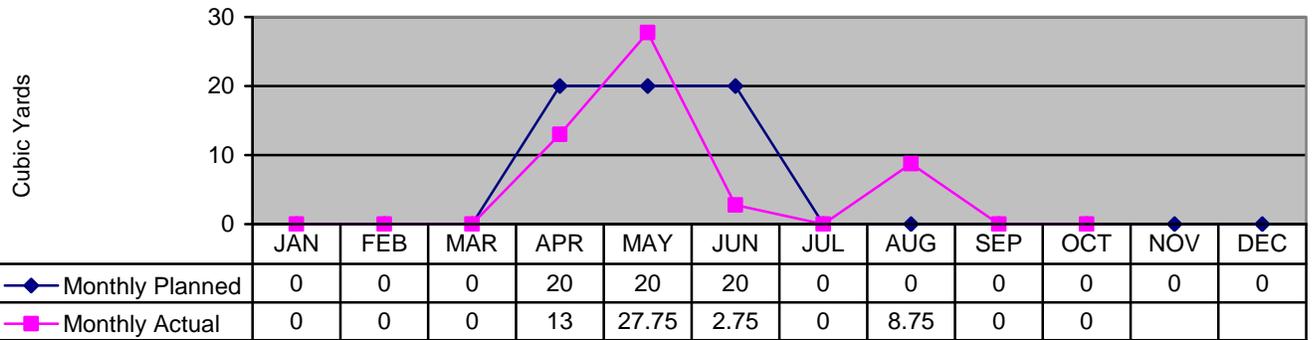
Crosspans and Aprons



Curb, Gutter and Sidewalk Combination

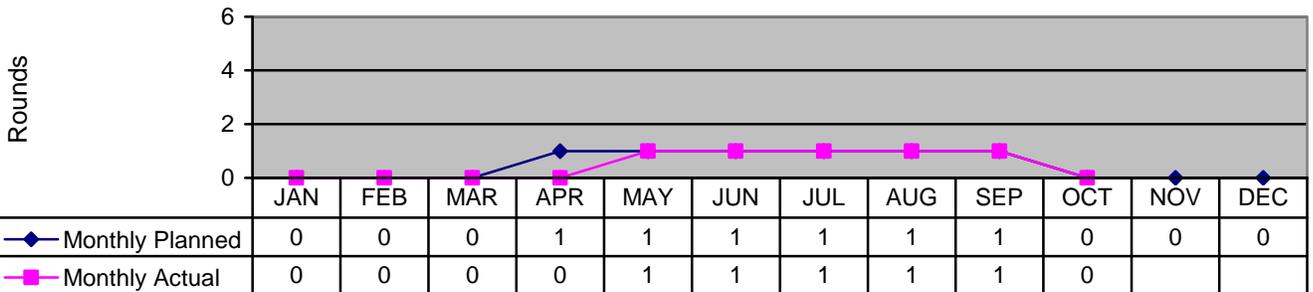


Curb and Gutter

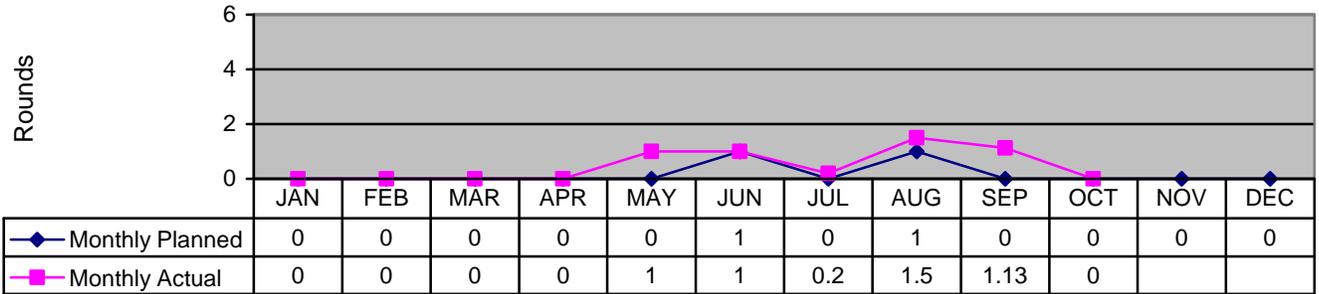


Mowing, Debris and Weed Control

Mowing and Debris Control

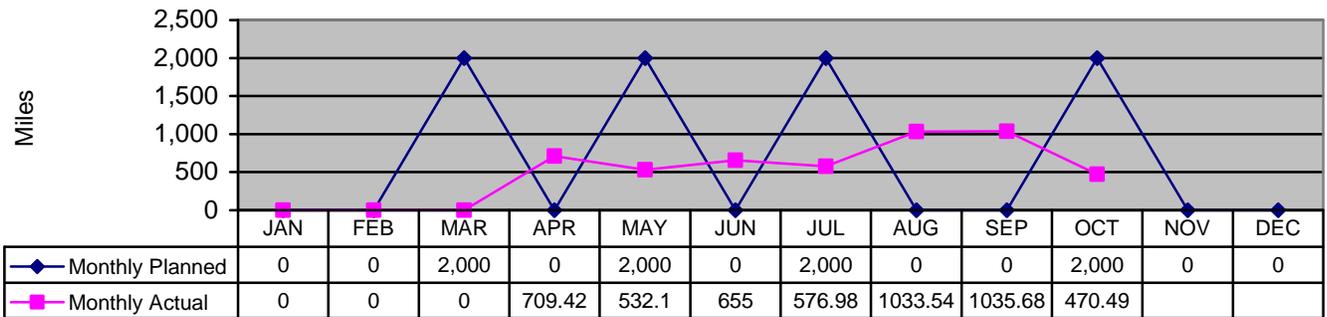


Weed Control - Spraying

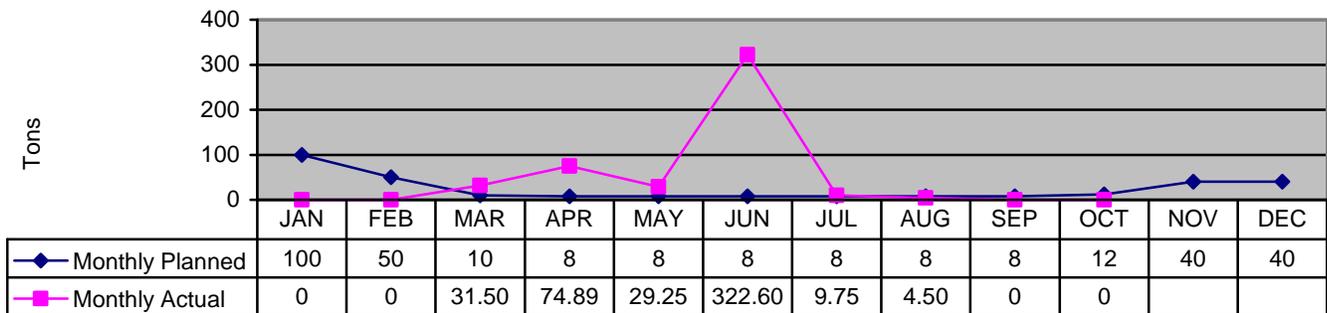


Street Sweeping and Gravel Maintenance

Street Sweeping

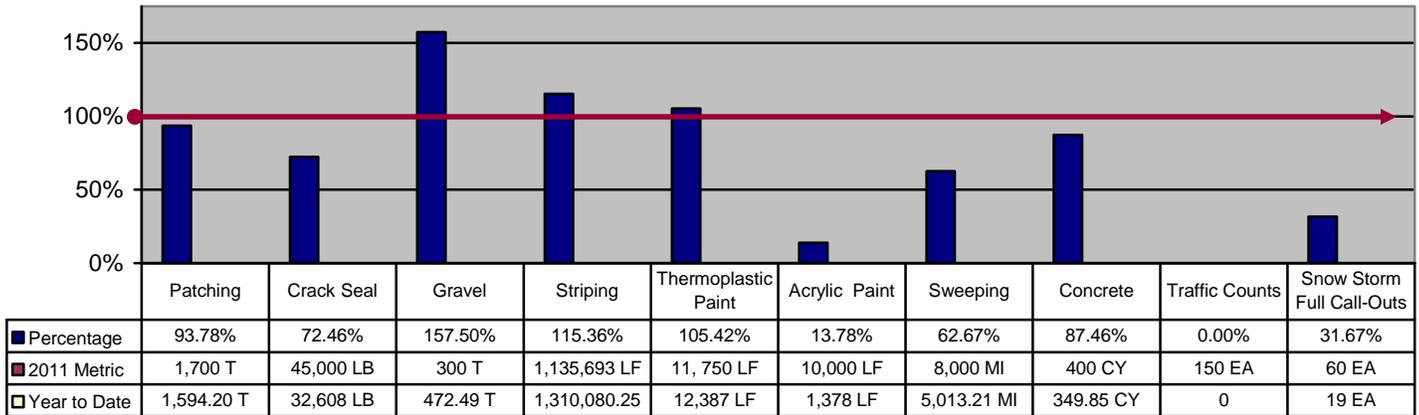


Gravel Maintenance



2011 Performance Measures

Percentage of Metric

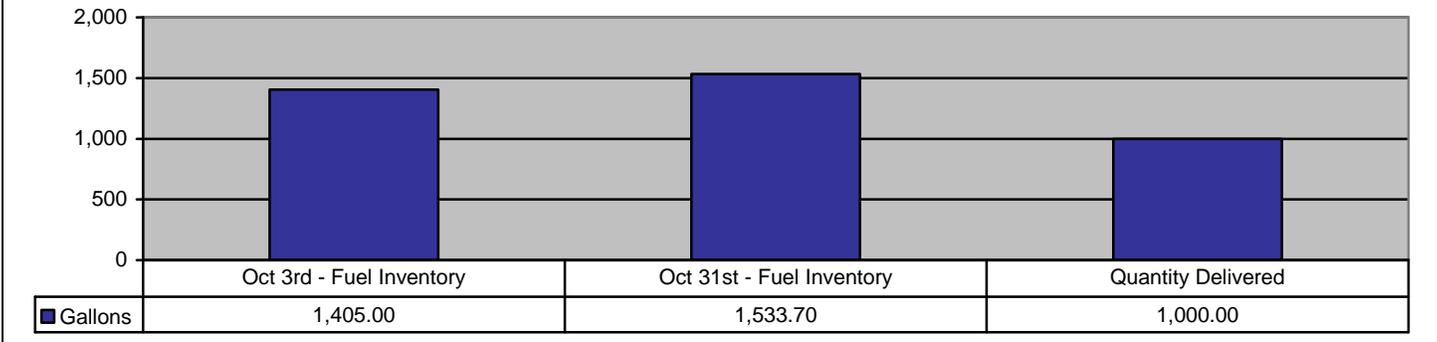


Tons = T Pounds = LB Linear Feet = LF Square Feet = SF Miles = MI Cubic Yards = CY Each - EA

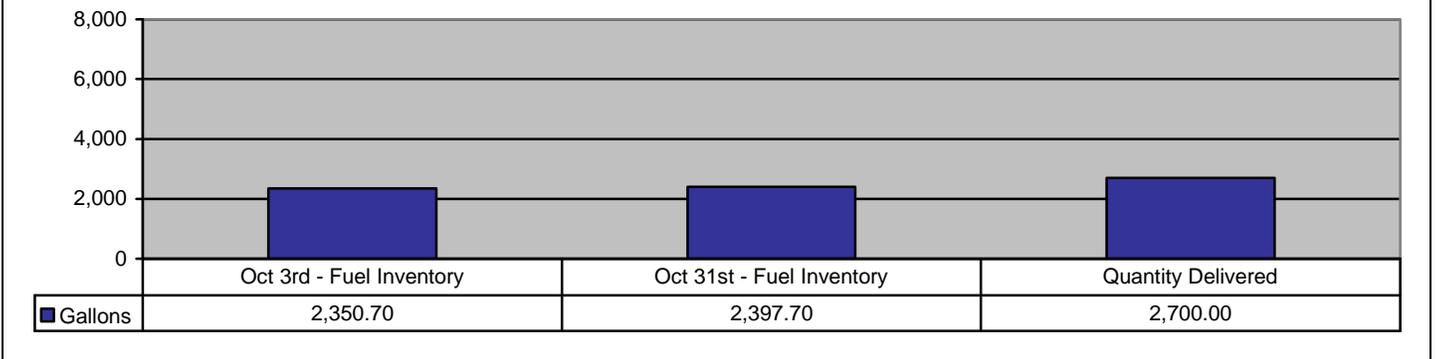
Fuel Inventory

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)	2,330.97	0.00	(83.65)	2,247.32
Anti Skid (Sand/Salt Mix)	308.72	0.00	0.00	308.72
Total	2,639.69	0.00	(83.65)	2,556.04

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	\$ (8,769.53)	\$ 33,223.51
Large Deceased Animal Pick-Up (Animal & Pest Control)	\$ 3,000.00	\$ 3,000.00	\$ 1,950.00	\$ -	\$ 1,950.00
Fuel	\$ 137,000.00	\$ 137,000.00	\$ 30,713.14	\$ (13,633.38)	\$ 17,079.76
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	\$ -	\$ 105,800.16
Signal (Pole) Maintenance	\$ 75,000.00	\$ 75,000.00	\$ 75,000.00	\$ -	\$ 75,000.00
Signal Additions/Repairs	\$ 174,590.00	\$ 174,590.00	\$ 54,682.68	\$ (10,776.26)	\$ 43,906.42