

**Public Works Department
Operations and Traffic Engineering
Monthly Report - September 2009**

ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received was 1,586.
- [Work Requests](#) – The total number of work requests received were 2,053.
- [Compliance Summary](#) – Work requests were completed 97%-100% on time.
- [Right-Of-Way Permits](#) – There were 62 permits issued in August compared to 52 in 2008.
- [Traffic Maintenance](#) – 55 signs were installed and 45 were replaced.
- [Pavement Maintenance](#) – Final patching quantities will be less than planned, due to extra concrete quantities.
- [Concrete Replacement](#) – Overall quantity of concrete replacement is nearly complete.
- [Sweeping and Mowing](#) – No street sweeping was scheduled in September. The mowing and weed control is on schedule.
- [Performance Measures](#)
- [Fuel Inventory](#) – [Unleaded Fuel Usage](#) and [Diesel Fuel Usage](#)

REVENUE

The 2009 average monthly right-of-way permit revenue is \$34,321 per month. The 2008 average was \$24,930 per month.

PUBLIC WORKS MAJOR ACTIVITIES

Traffic Engineering Services

The Traffic Engineering team conducted a traffic safety assessment in the Walnut Hills neighborhood. A summary report is in the process of being prepared. The group also completed the non-destructive testing of all traffic signal poles in the City. As well as completing the data collection for the annual traffic count program.

Traffic Services presented Traffic Management to City Council. This provided City Council an overview of the rules and regulations (*Manual on Uniform Traffic Control Devices* (MUTCD) that guide and/or direct the City's traffic engineers in the design and implementation of traffic control devices within the City of Centennial. The presentation focused on the major issues that Traffic Engineering Services deals with on a more frequent basis, such as the installation of stop signs, traffic signals, speed limits, etc.

Field Services

In September, the Field Services crews placed approximately 180 tons of asphalt in areas throughout the entire City.

A LOOK AHEAD

- In October, Field Services will be completing concrete repairs and the large patching activities. We will also complete this year's installation of new thermoplastic at crosswalks.
- The third round of street sweeping will be completed by mid October and the final round of mowing will take place the week of October 19th.
- Field Services are expected to receive the snow removal material. The equipment and operators are prepared for the winter season.
- Traffic Services will be preparing a summary report of the Walnut Hills traffic safety assessment and will complete the final report for the Signal Pole Nondestructive Testing project and will review the annual traffic counts as well as the NTMP policy.
- The Traffic Services team will also complete the implementation of the 2008 NTMP Fox Ridge-Mineral traffic mitigation plan and the field verification/identification of all City signs.

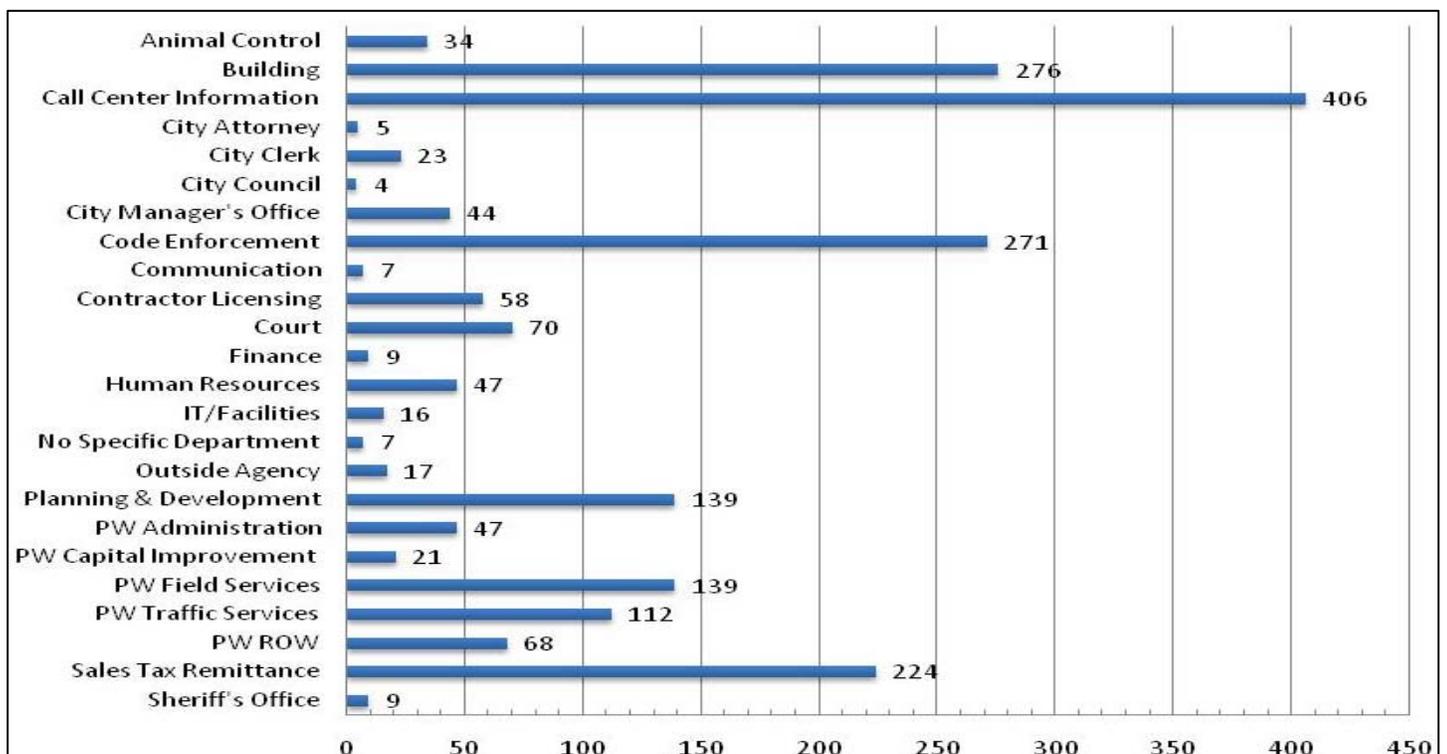
Call Center

In September, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,586, this number includes web requests. In total, 65 calls were routed to the answering service during and after business hours. Fourteen (14) of the 65 roll over calls were during business hours, this unusually high number was due to the Call Center staff attending the City's barbeque. Overall, for the month of September, the Call Center had a 94% compliance metric of answering phone calls within 120 seconds.

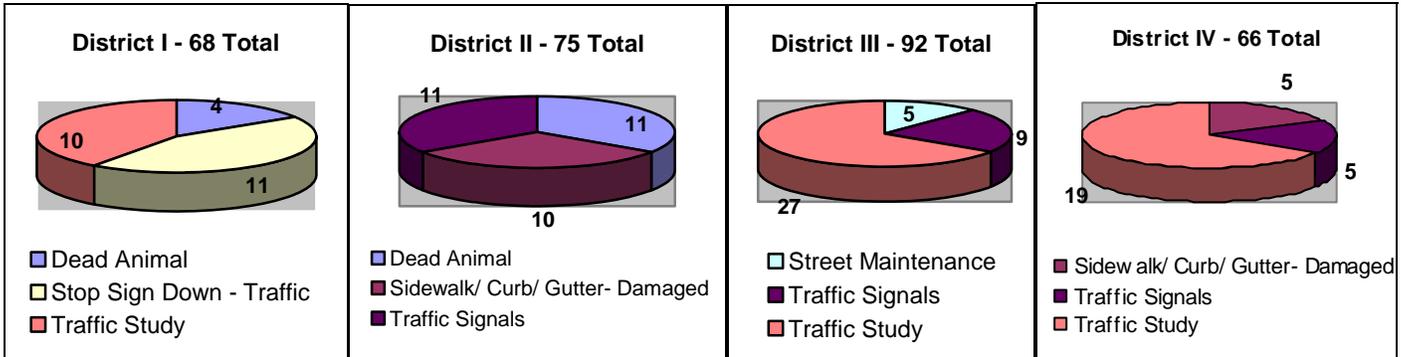
September - 2009	Week 1	Week 2	Week 3	Week 4	Week 5	MTD
	Sept 1 - 4	Sept 5-11	Sept 12-18	Sept 19-25	Sept 26-30	Total
Web Requests	12	8	11	9	4	44
Total Calls Handled by Call Center	268	319	397	295	263	1,542
Total Metric for Call Center	280	327	408	304	267	1,586
Total Calls Rolled Over to Answering Service During Business Hours	1	0	13	0	0	14
Total Calls Rolled over to Answering Service After Hours	3	15	20	6	7	51

Work Request Breakdown

The work requests received by the City for the month of September were 2,053.



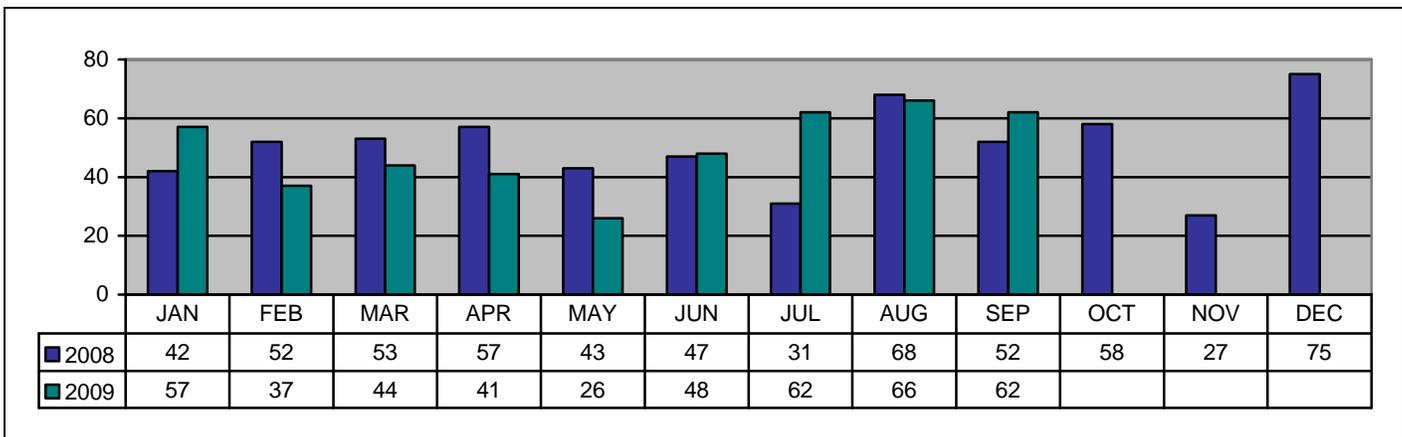
Work Request by District and Top Three Issues



Compliance Summary

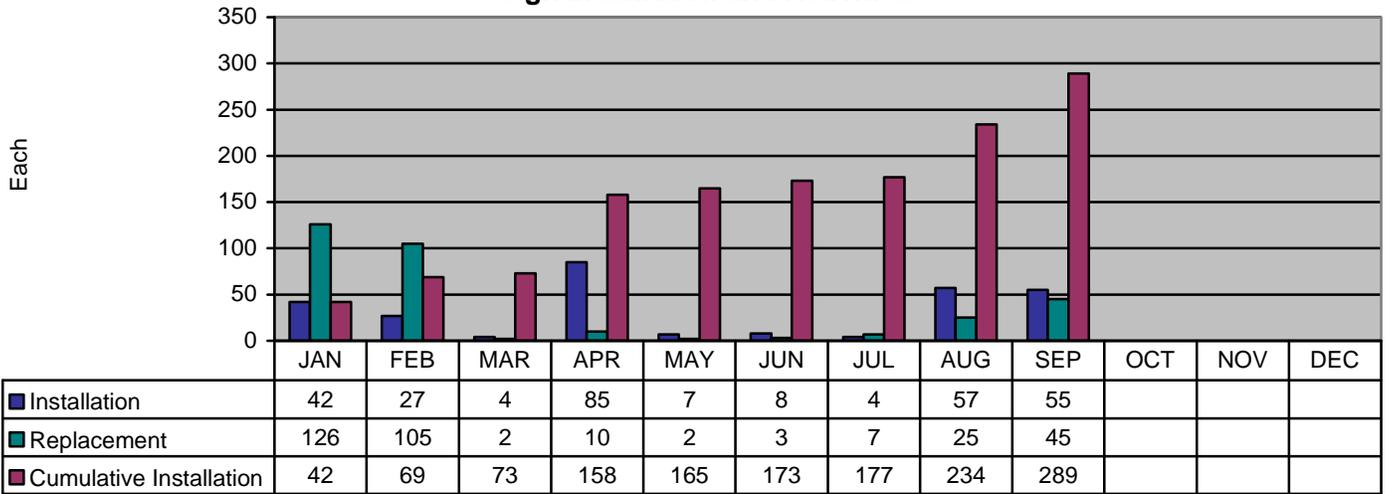
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	33	85%	33	100%	0
2 - Important (Completed within 3 Business Days)	32	85%	31	97%	0.97
3 - Standard (Completed within 10 Business Days)	12	85%	12	100%	2.92
4 - Preventative Maintenance (Scheduled Work)	237	N/A	N/A	N/A	N/A
Grand Total					
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard		Compliance %
	1,586		85%		94%

Annual Comparative Right-Of-Way Permits

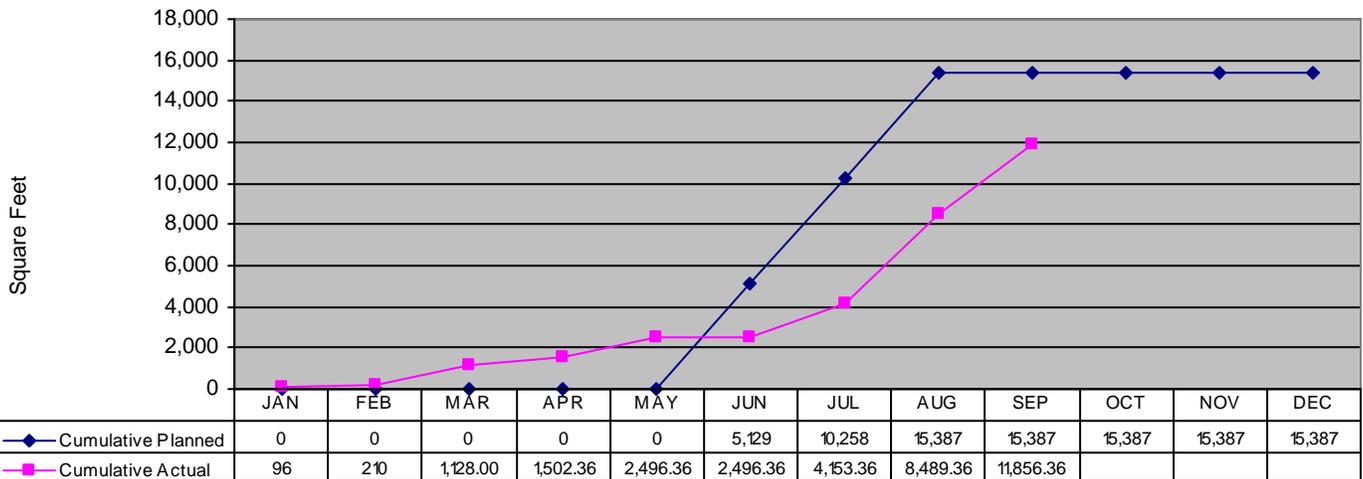


Traffic Maintenance

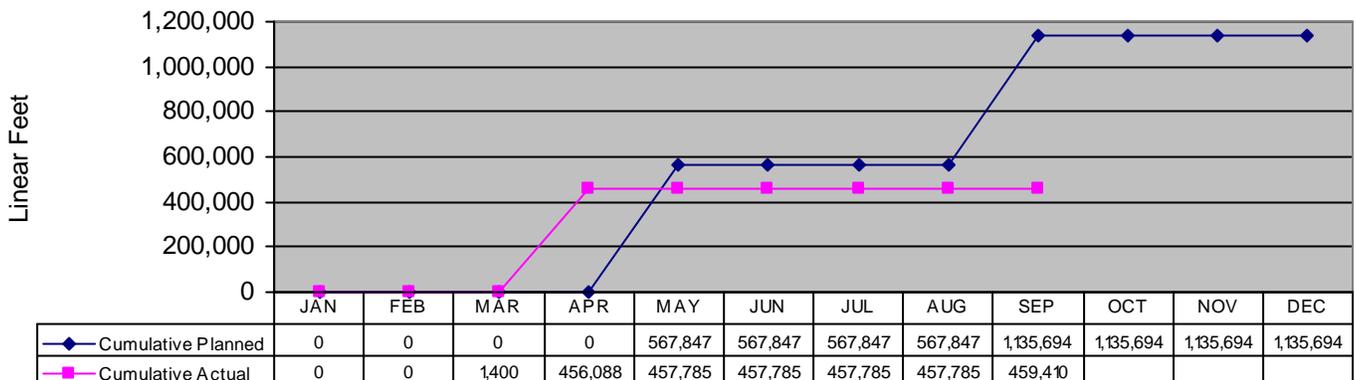
Sign Installation and Activities



Crosswalks/Stopbars

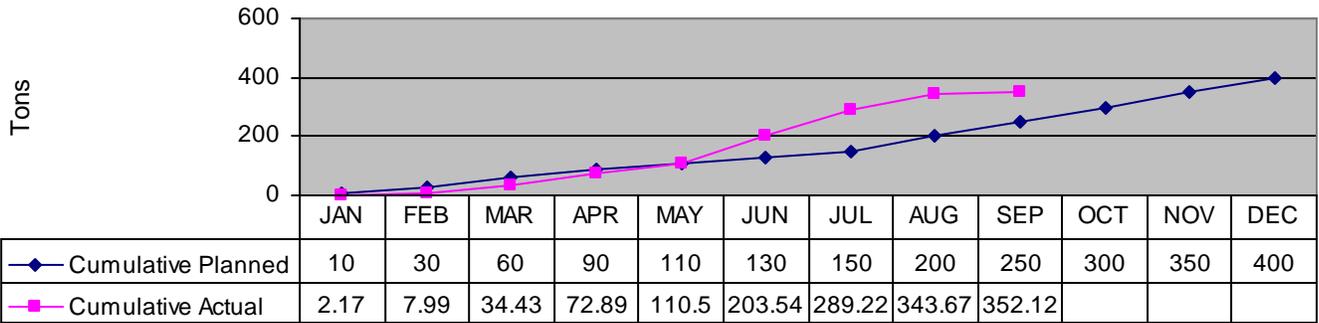


Lane Striping

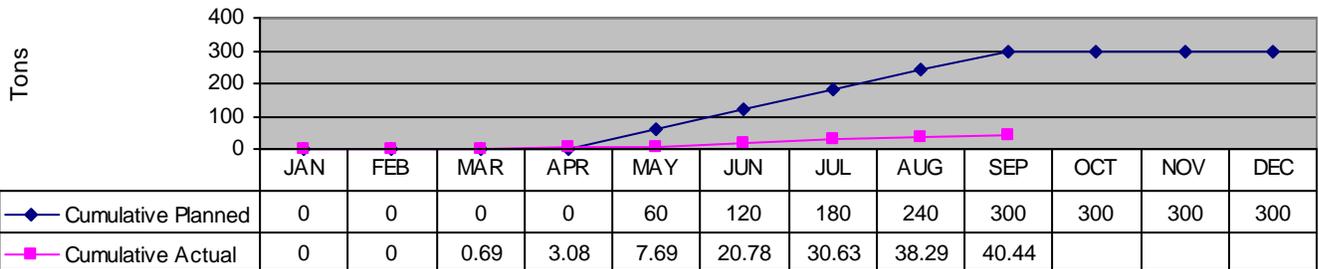


Pavement Maintenance

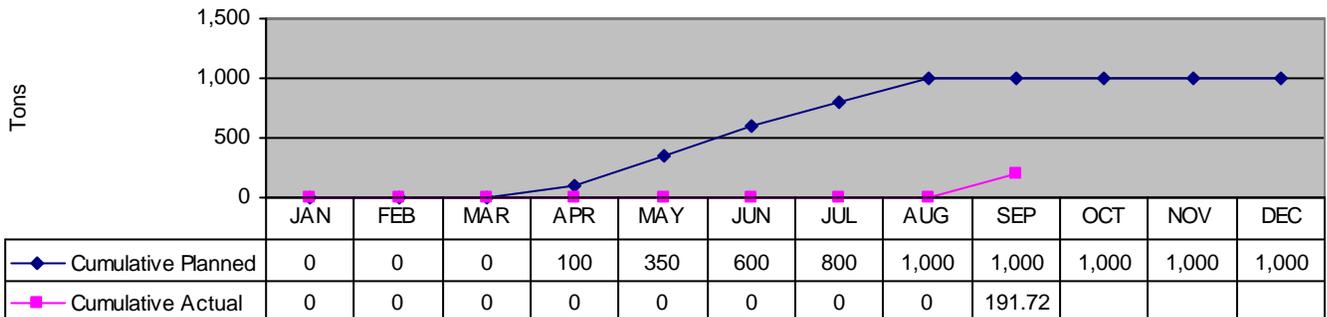
Pothole Patching



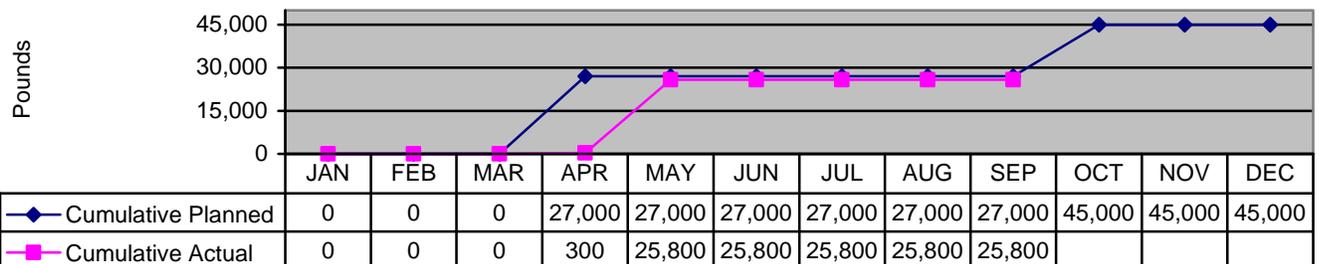
Patch Back



Major Patching

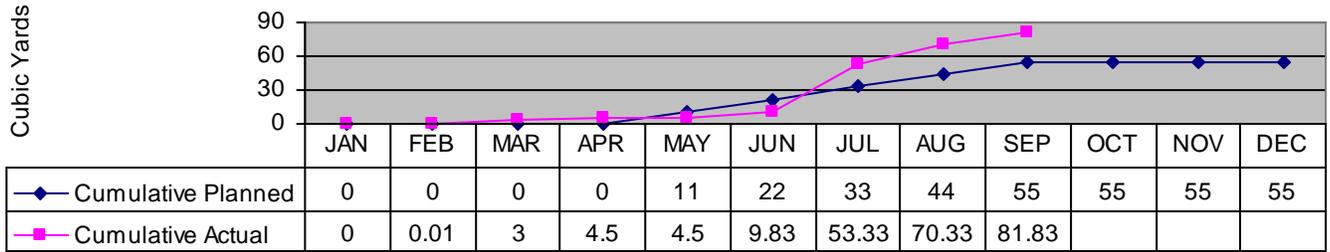


Crack Seal

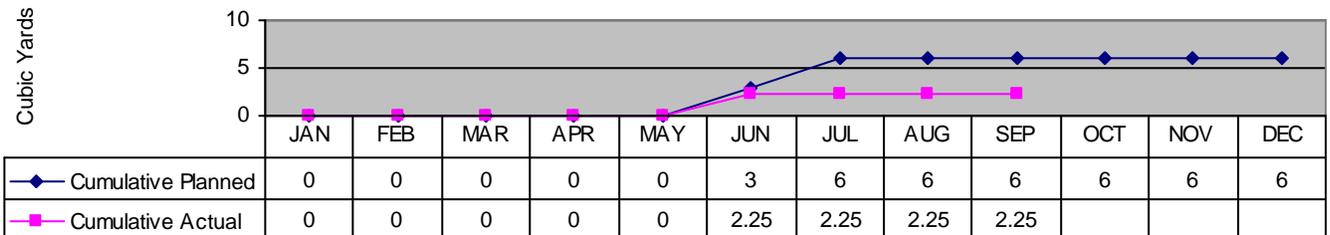


Concrete Replacement

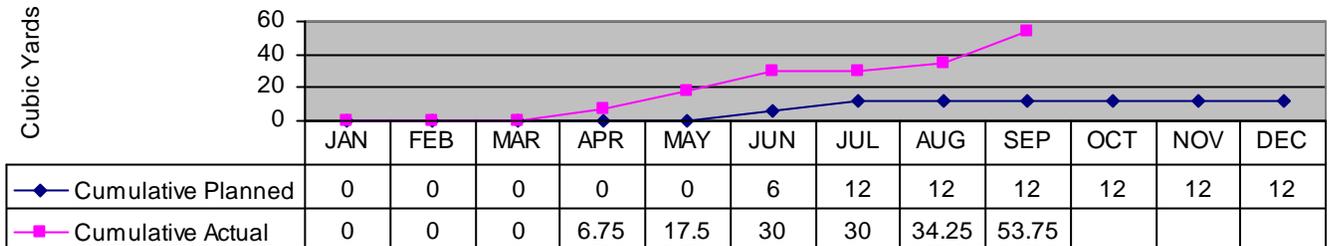
Sidewalk



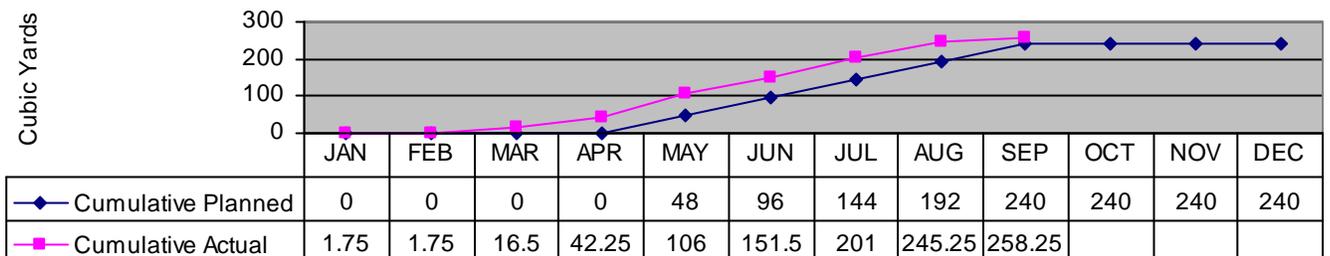
ADA Ramps



Crosspans and Aprons

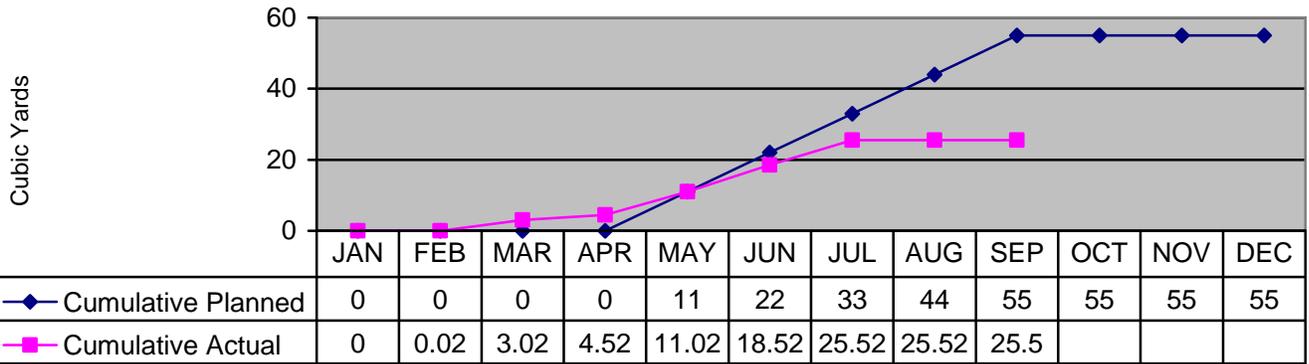


Curb, Gutter and Sidewalk Combination



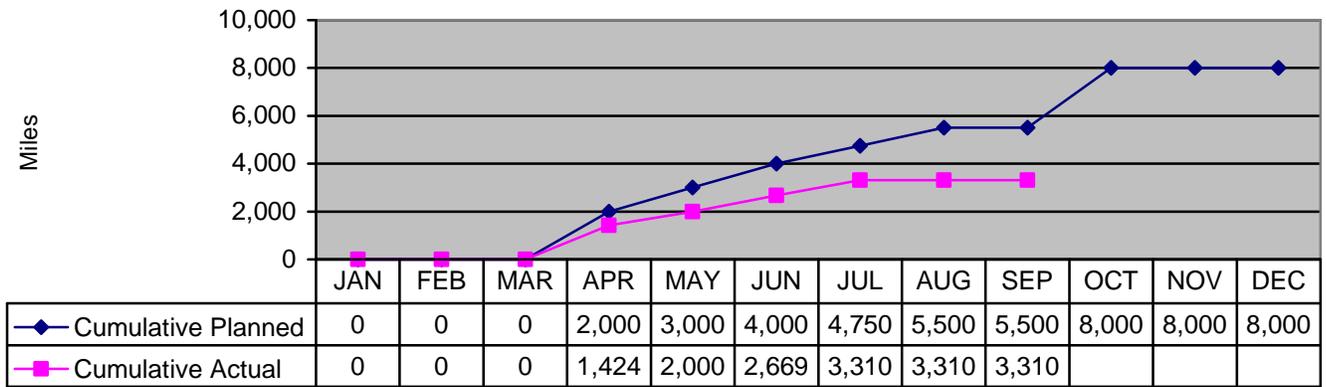
Concrete Replacement

Curb and Gutter

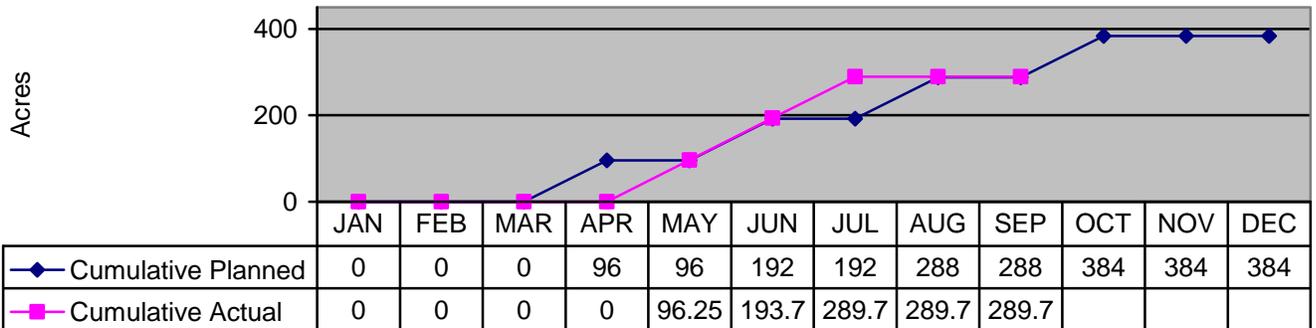


Sweeping and Mowing

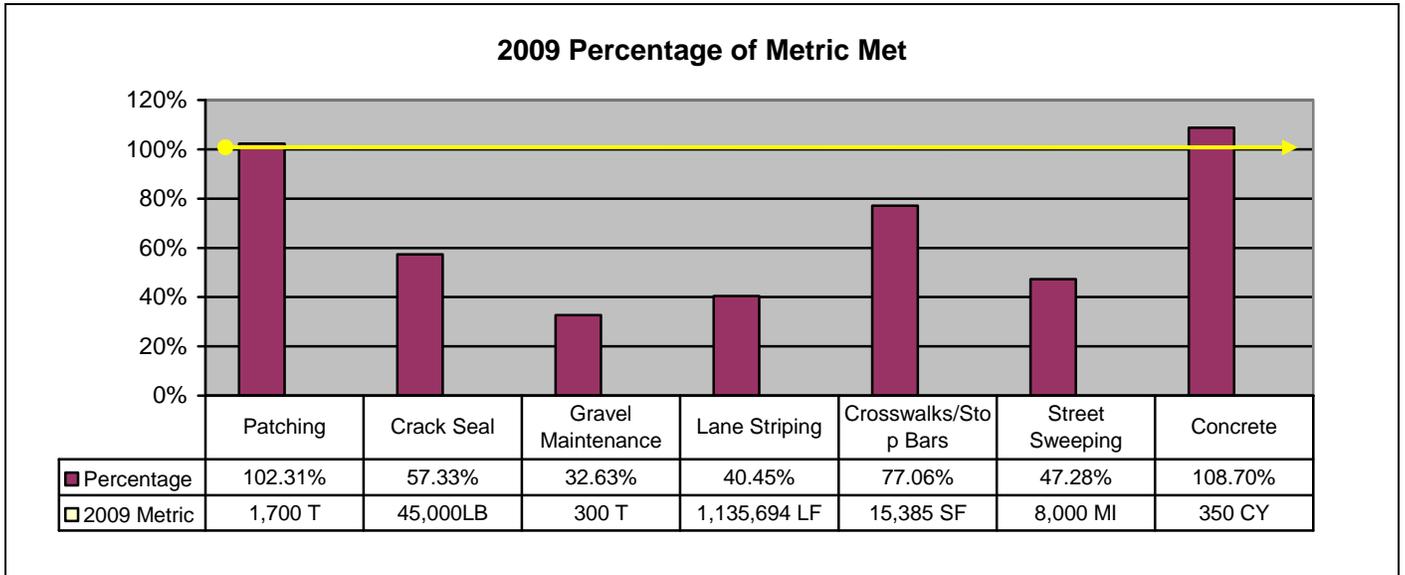
Street Sweeping



Vegetation and Debris Control



Performance Measures



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.

