



**City of Centennial**  
**Public Works Department**  
**Operations and Traffic Engineering**  
**Monthly Report - September 2010**

## ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,706.
- [Work Requests](#) – The total number of work requests received were 1,841.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed in 97% - 100% compliance, and the Call Center compliance metric was 94%
- [Right-Of-Way Permits](#) – There were 42 permits issued in September.
- [Traffic Maintenance](#) – A total of 12 signs were installed and 18 were replaced for the month.
- [Pavement Maintenance](#) – Approximately 334 tons of asphalt pavement patching were completed for September.
- [Concrete Replacement](#) – The concrete crew poured 38.50 cubic yards of concrete for curbs, gutters and sidewalks.
- [Mowing, Debris, and Weed Control](#) – A final pass for weed spraying was completed in September.
- [Street Sweeping and Shoulder Maintenance](#) – The 2010 sweeping program was completed in September.
- [Fuel Inventory](#) – Unleaded Fuel Usage and Diesel Fuel Usage
- [Snow Material Inventory](#)
- [City Material Budgets](#)

## REVENUE

The September right-of-way permit revenue, excluding pavement restoration fees, was \$23,815.40.

## PUBLIC WORKS MAJOR ACTIVITIES

The Wireless Communications Equipment project and the Dry Creek Road Signal Equipment project are two Traffic Engineering Services projects that are being advertised for bids. Both projects involve using grant funds from either the Energy Efficiency and Conservation Block Grant (EECBG) or the Denver Regional Council of Governments (DRCOG). The funds will be used to purchase equipment to complete communication links between traffic signals and the City's central traffic signal system. The bids are scheduled to be opened the week of September 6, and the equipment installation will be completed before the end of this year.

*EECBG Light-emitting diode (LED) Project* - Traffic Engineering Services (TES) has submitted an order for nearly 1,700 LED signal indications. The City received the first shipment of LEDs and installation began towards the end of the month in September. At the completion of this project, all 70 traffic signals within the City will be 100% LED.

*Street Light Inventory* - TES has completed the inventory of all street lights in the public rights-of-way for the City. TES will be working with City staff, Xcel Energy and IREA to reconcile differences between the field data and the utility companies' inventory.

*Neighborhood Traffic Management Program* - TES scheduled a September 20<sup>th</sup> kick-off meeting with The Ridge neighborhood for traffic mitigation on Dorado Avenue as part of the 2010 NTMP. The NTMP plan development will occur in October.

The Field Services crews completed the 2010 sweeping program.

## A LOOK AHEAD

- Complete the bid documents for the EECBG Solar School Beacons project.
- Coordinate the installation of four school beacons at Thunder Ridge Middle School.
- Coordinate the installation of LED signal modules for the EECBG project.
- Process the annual traffic count data and post to the City website.
- Coordinate the replacement of the traffic signal at Thunder Ridge Middle School.
- Finalized the City-entry sign templates and develop a plan for the replacement of existing signs and installation of new signs.
- Coordinate the re-painting of 18 traffic signal poles due to severe corrosion.
- Field Services will continue minor bridge maintenance work throughout the City in October.
- The final mowing pass through the City for 2010 will begin on October 4<sup>th</sup>. The crews will start on the west side of the City and move eastward.
- The crews will continue to paint selected crosswalks in various locations and plan to complete the work by October 15<sup>th</sup>.
- Public Works is preparing for the winter season, ensuring the trucks, heavy equipment and material stockpiles are ready for the first snowfall.

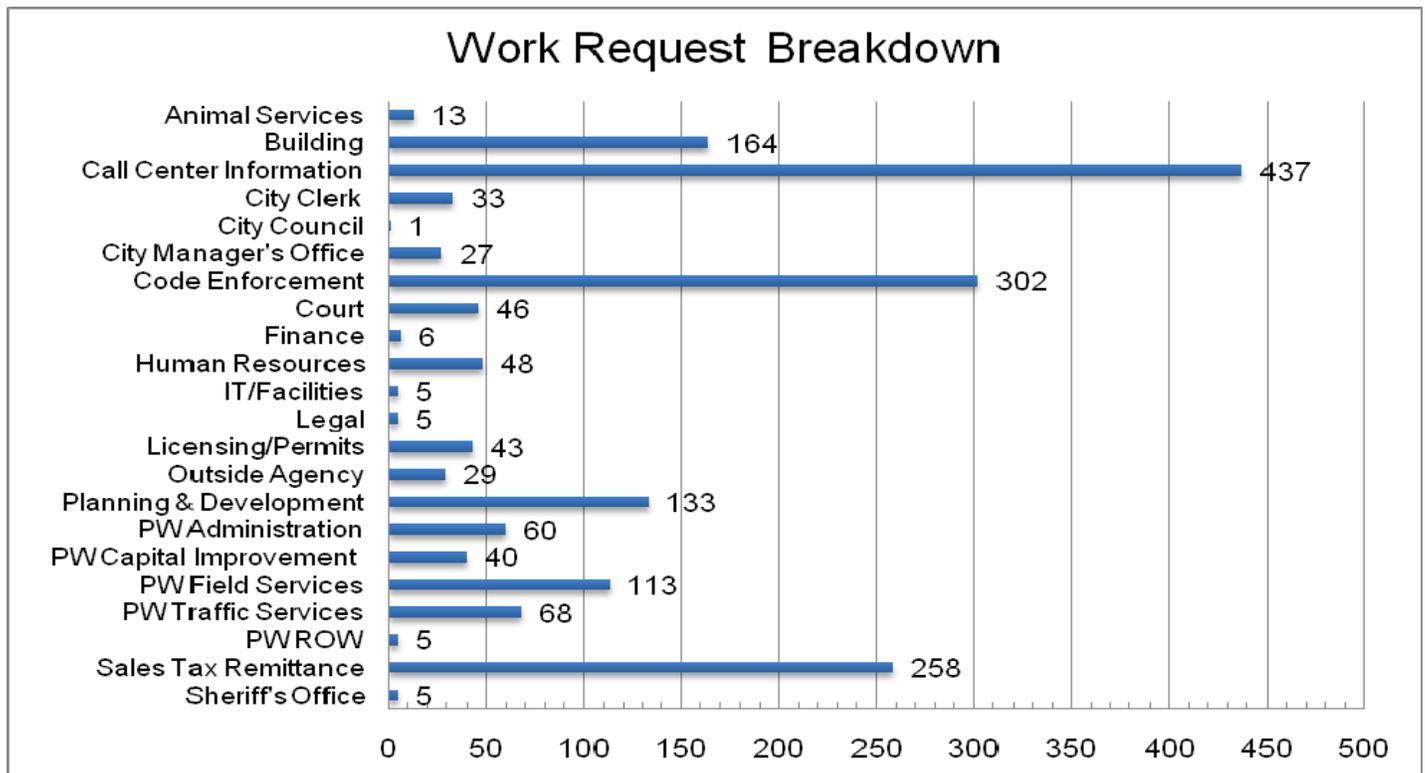
## Call Center

In September, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,706 which includes 41 web requests. Only 1 call was routed to the answering service during business hours and a total of 40 calls after business hours. Overall, for the month of September, the Call Center had a 94% compliance metric of answering phone calls within 120 seconds.

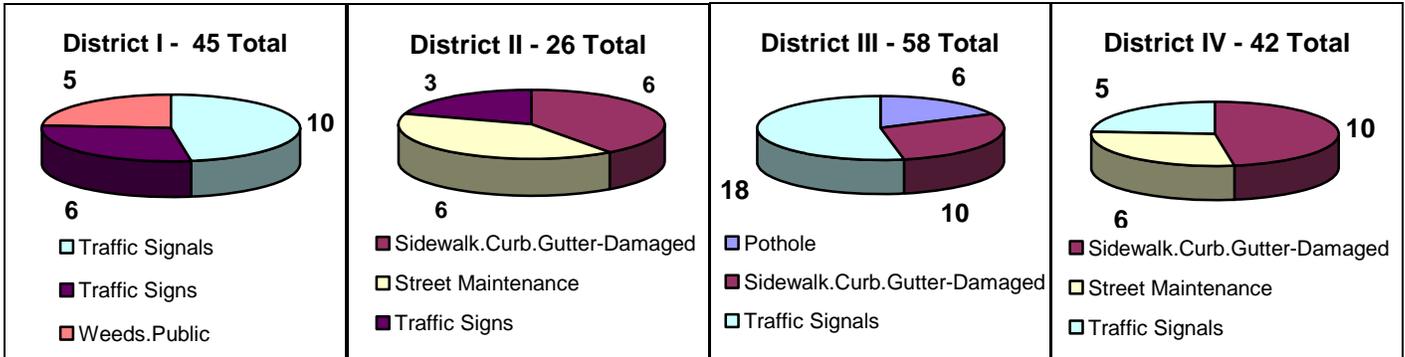
September 2010	Week 1	Week 2	Week 3	Week 4	MTD
	Sept 1-10	Sept 11-17	Sept 18-24	Sept 25-30	Total
Web Requests	7	12	10	12	41
Total Calls Handled by the Call Center	641	341	394	289	1,665
Total Metric for Call Center	648	353	404	301	1,706
Total Calls Rolled Over to Answering Service During Business Hours	0	1	0	0	1
Total Calls Rolled over to Answering Service After Hours	13	7	12	8	40

## Work Request Breakdown

The work requests received by the City for the month of September were 1,841.



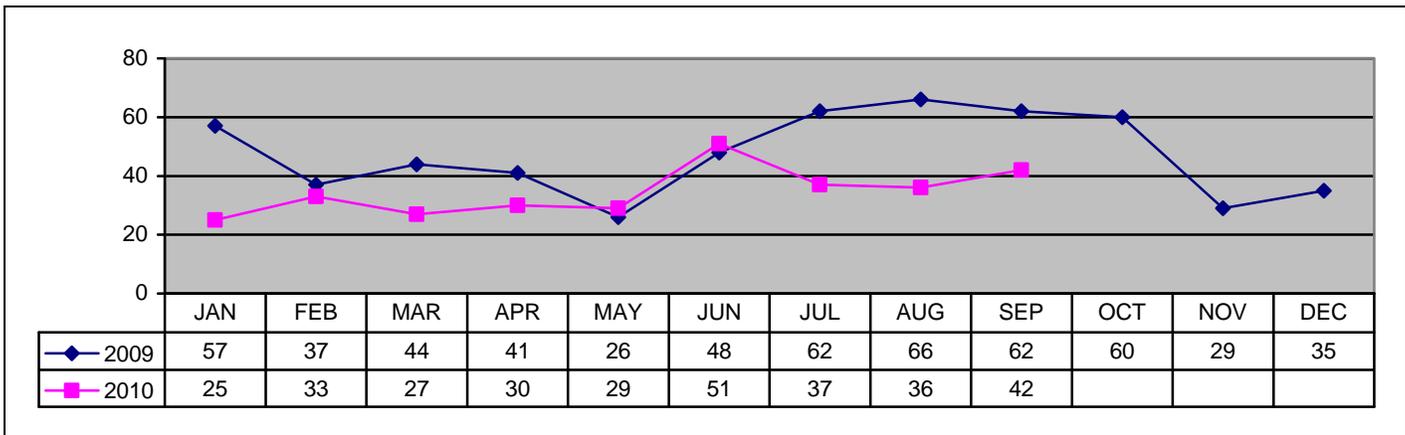
## Work Request by District and Top Three Issues (Revised)



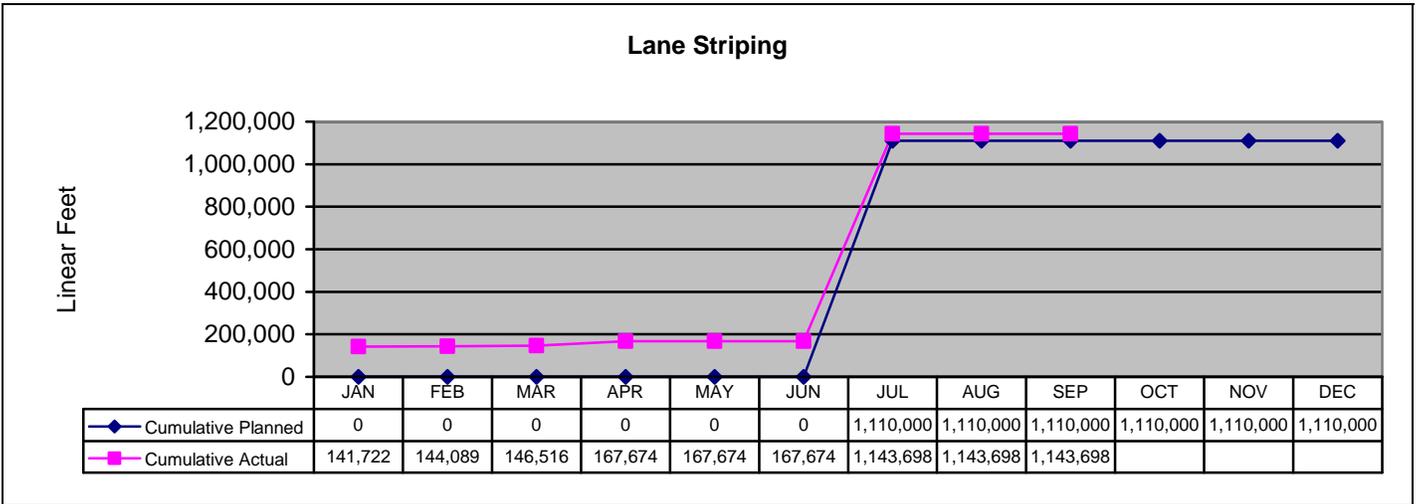
## Compliance Summary

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)	36	85%	36	100%	0
2 - Important (Completed within 3 Business Days)	36	85%	35	97%	1.22
3 - Standard (Completed within 10 Business Days)	9	85%	9	100%	3.71
4 - Preventative Maintenance (Scheduled Work)	103	N/A	N/A	N/A	N/A
<b>Grand Total</b>	<b>184</b>				
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled	Compliance Standard	Compliance %		
	1,706	85%	94%		

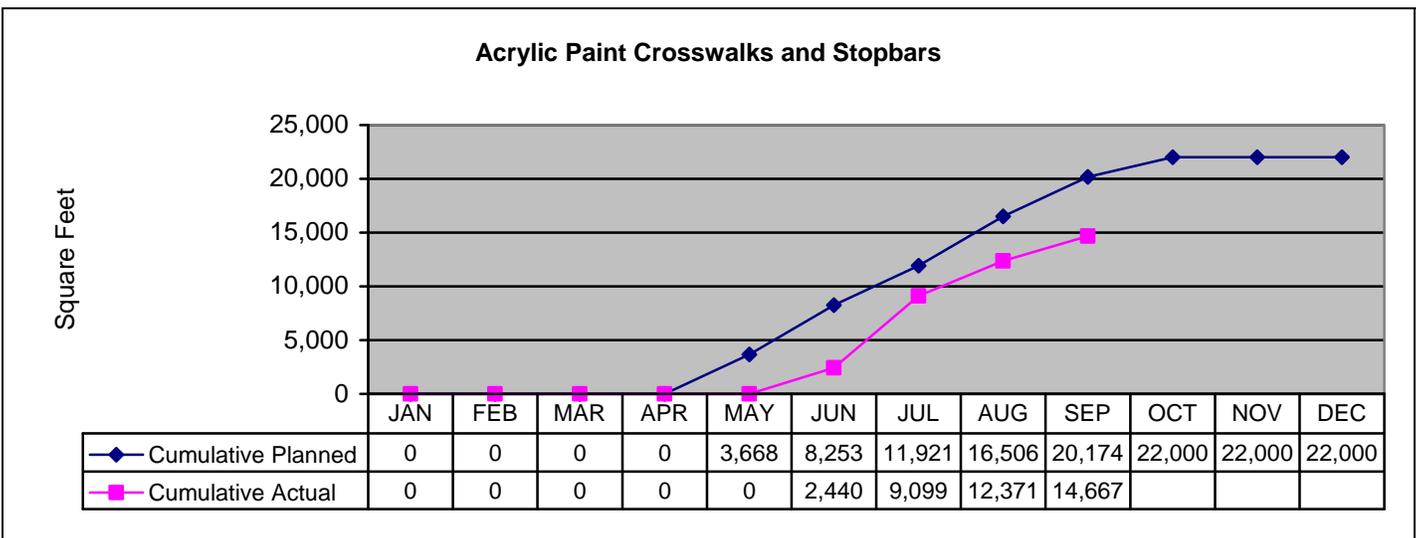
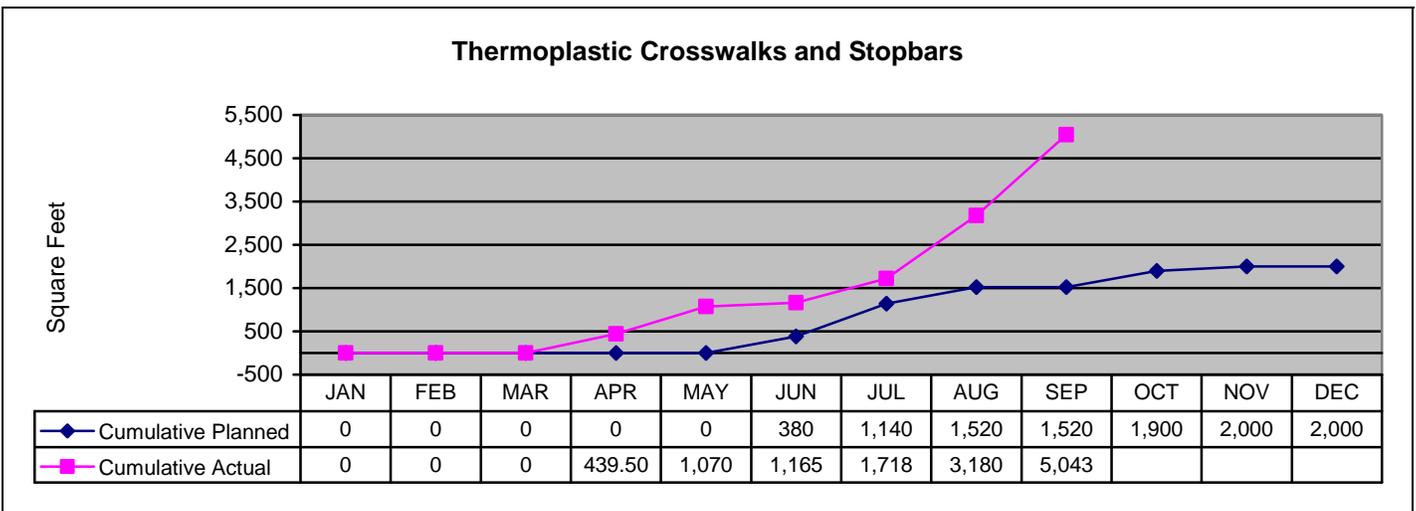
## Annual Comparative Right-Of-Way Permits



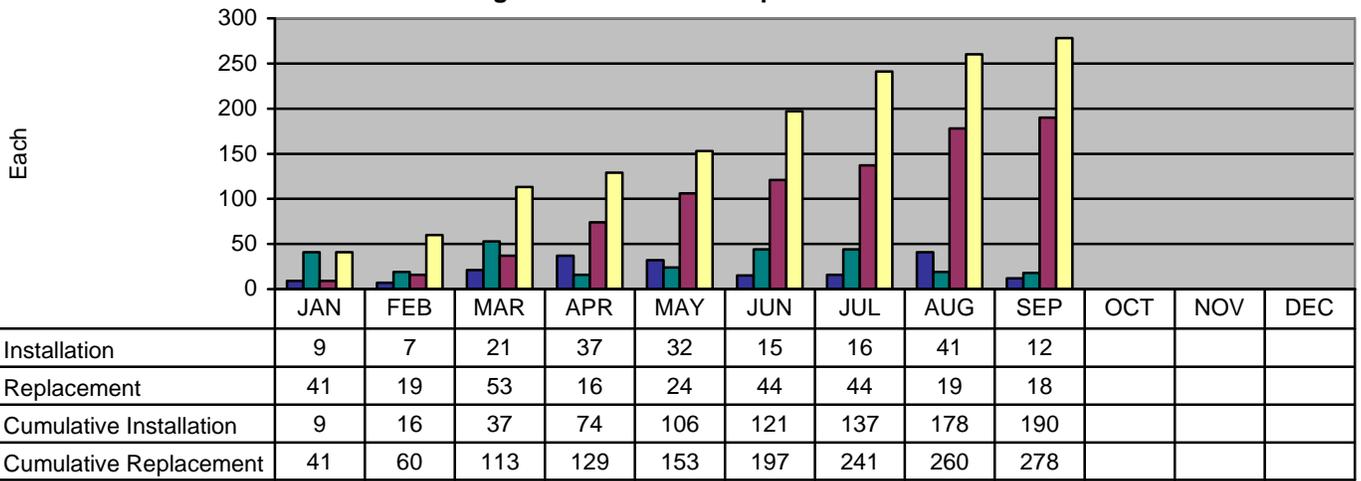
# Traffic Maintenance



The January striping quantity was reduced to 141,722 feet after inspection and finding of premature degradation due to deicer.

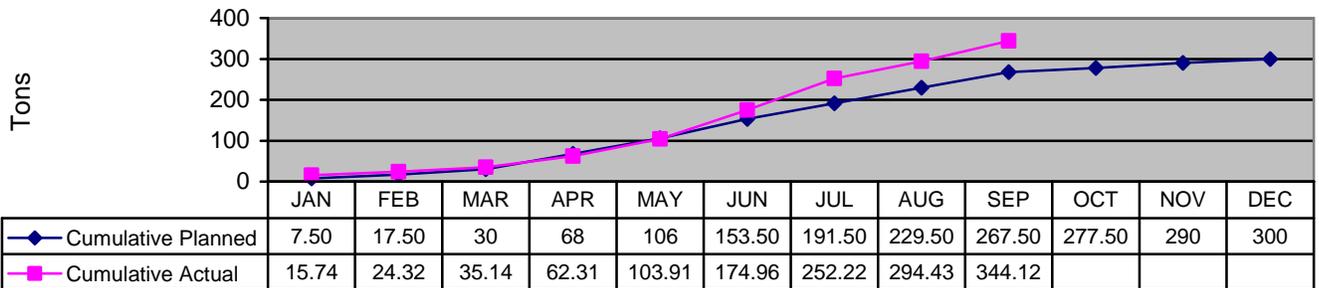


### Sign Installation and Replacement

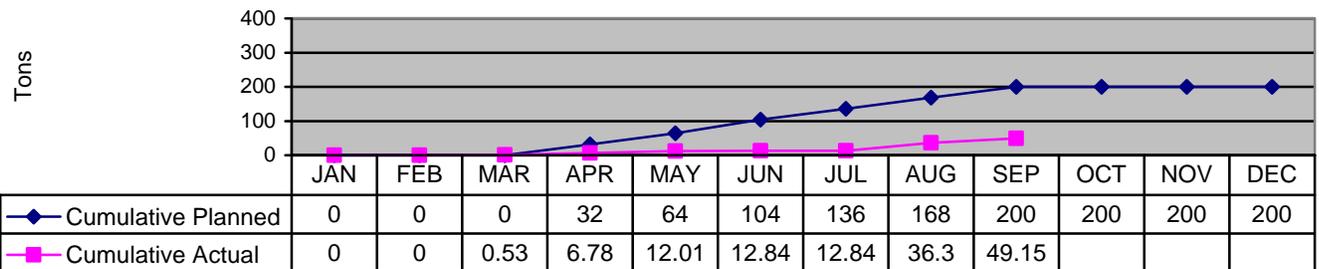


### Pavement Maintenance

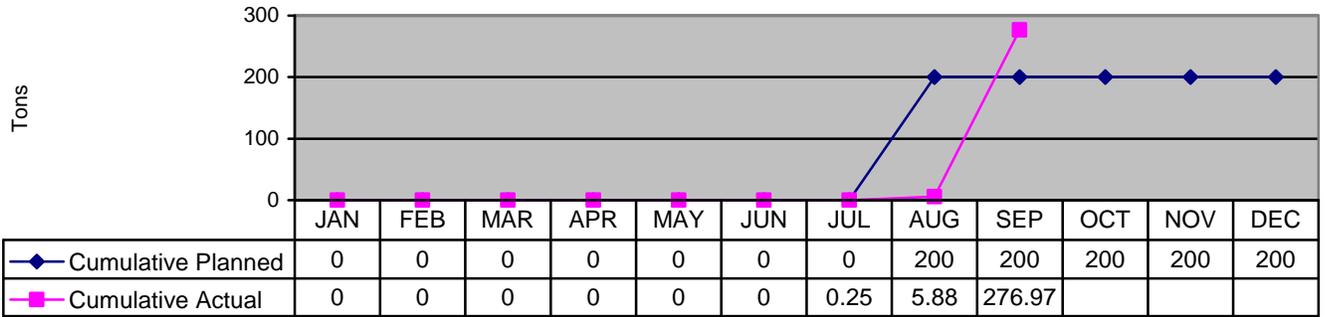
#### Pothole Patching



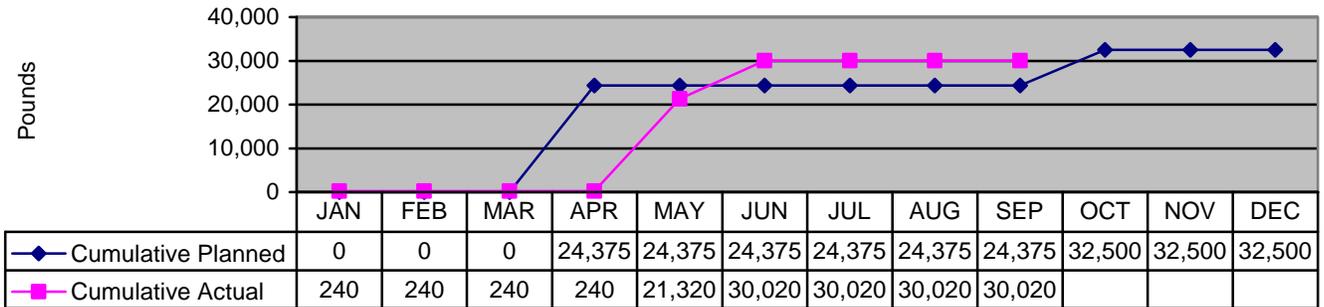
#### Patch Back



### Major Patching

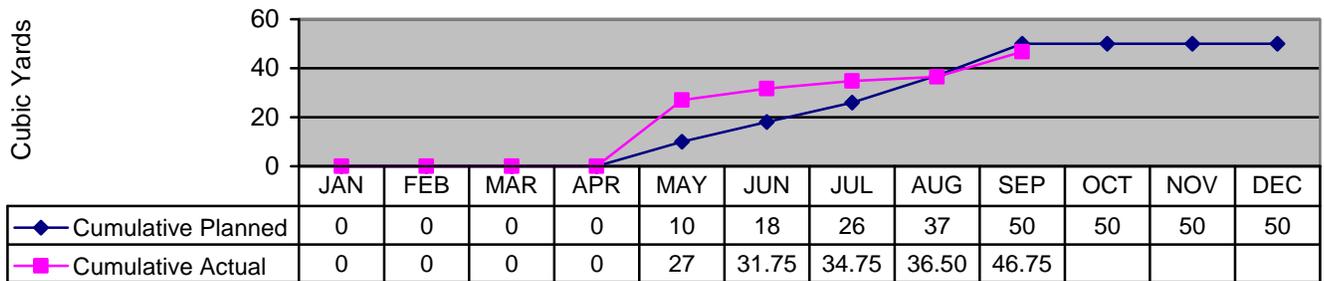


### Crack Seal

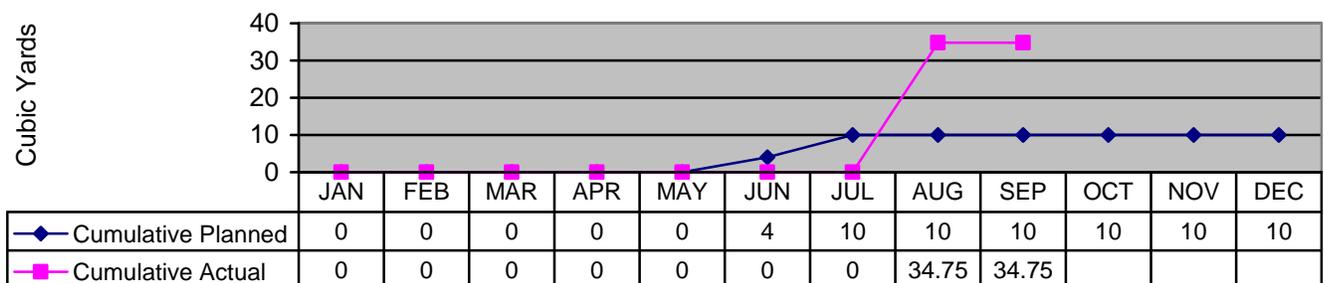


### Concrete Replacement

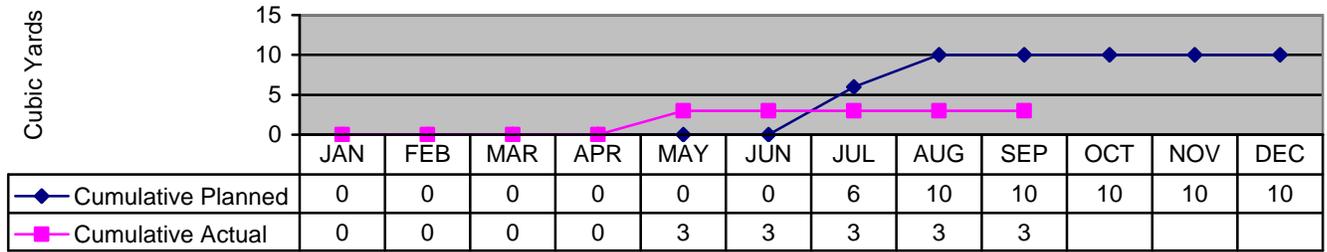
#### Sidewalk



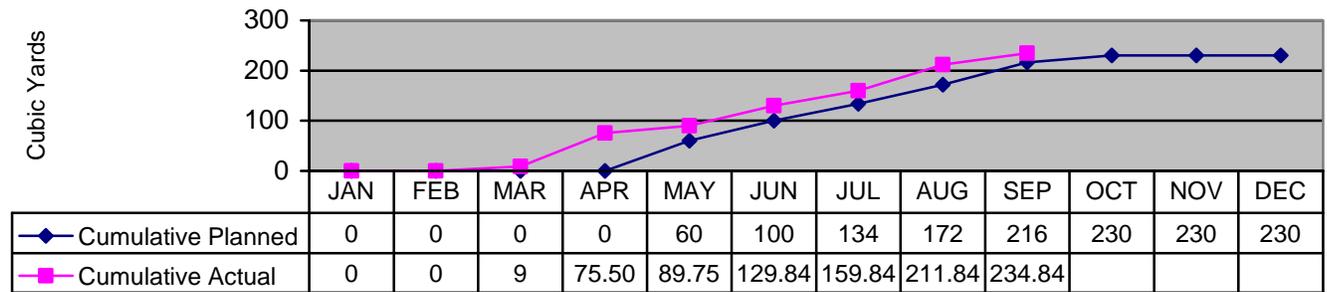
#### ADA Ramps



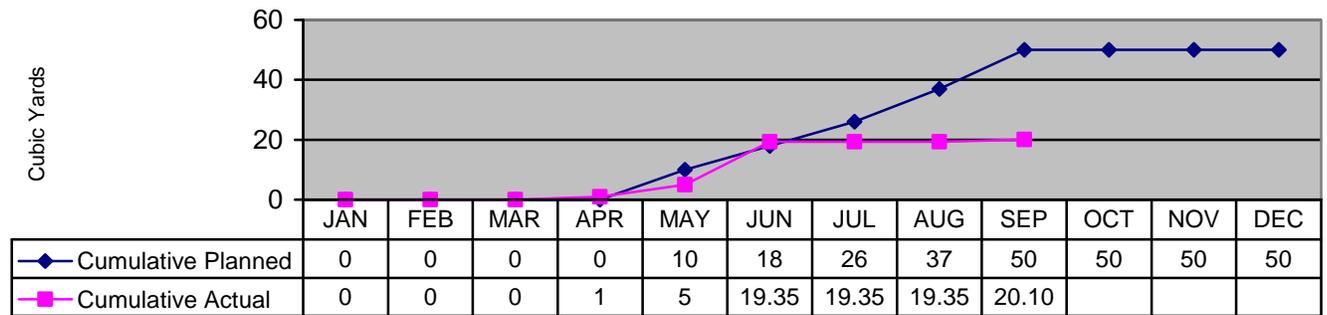
### Crosspans and Aprons



### Curb, Gutter and Sidewalk Combination

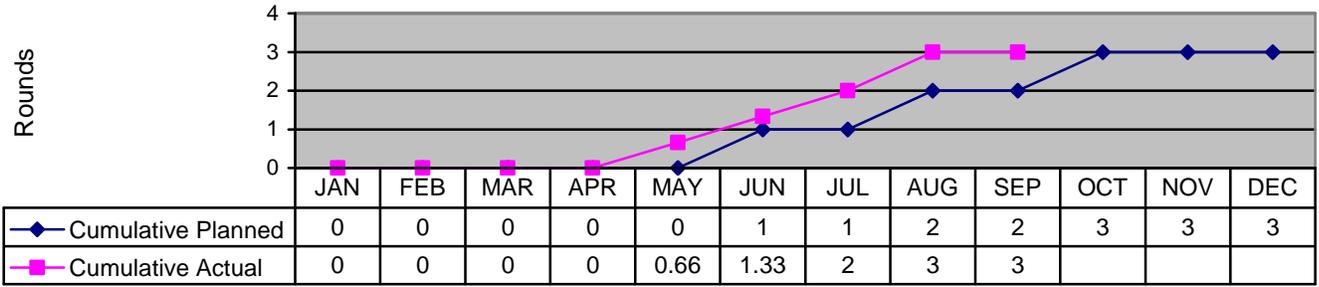


### Curb and Gutter

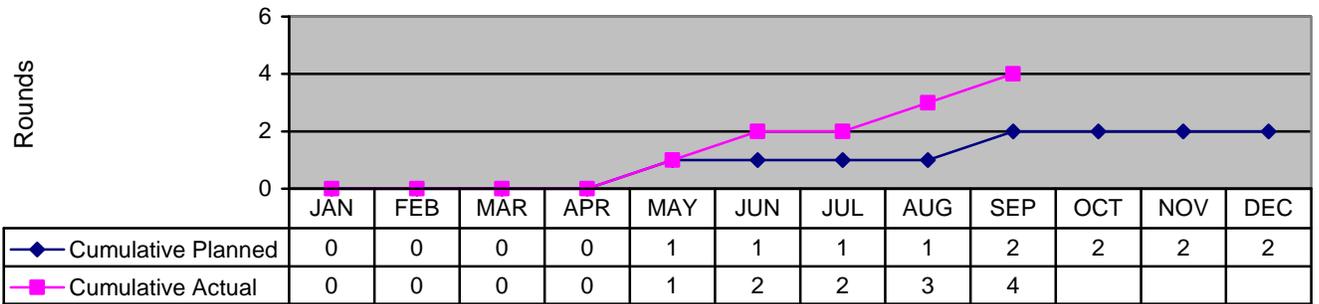


## Mowing, Debris and Weed Control

### Mowing and Debris Control

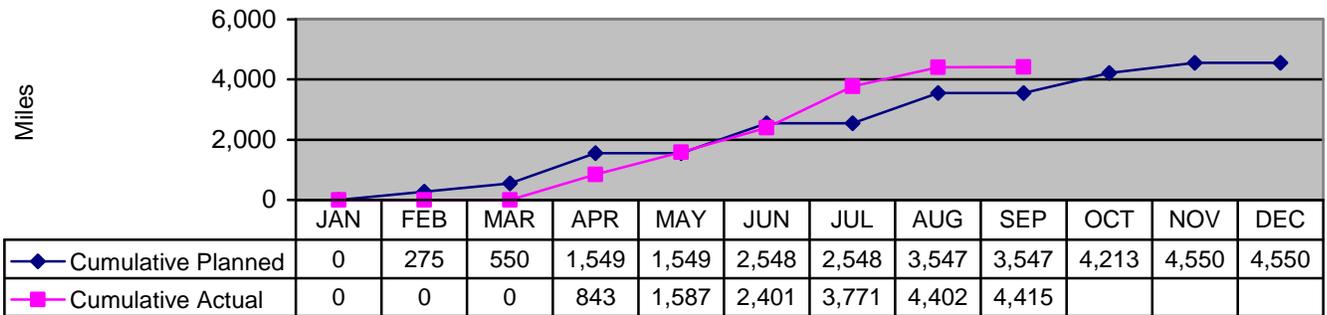


### Weed Control - Spraying

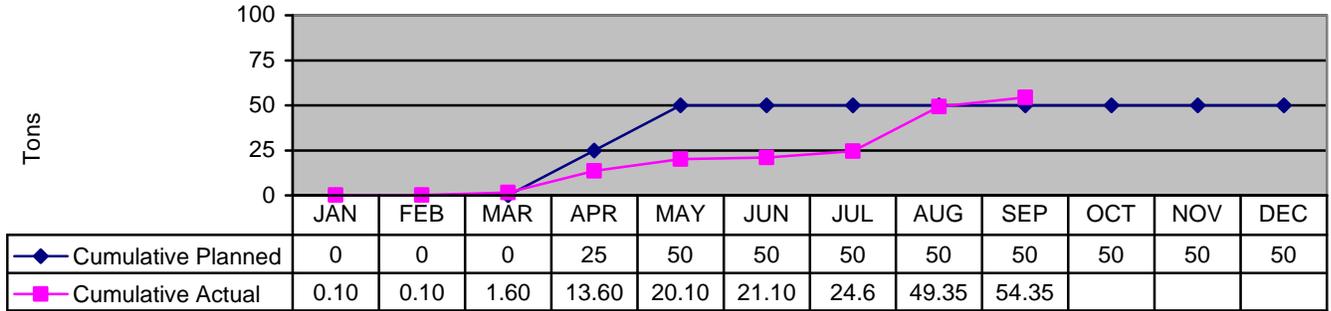


## Street Sweeping and Gravel Maintenance

### Street Sweeping



### Gravel Maintenance

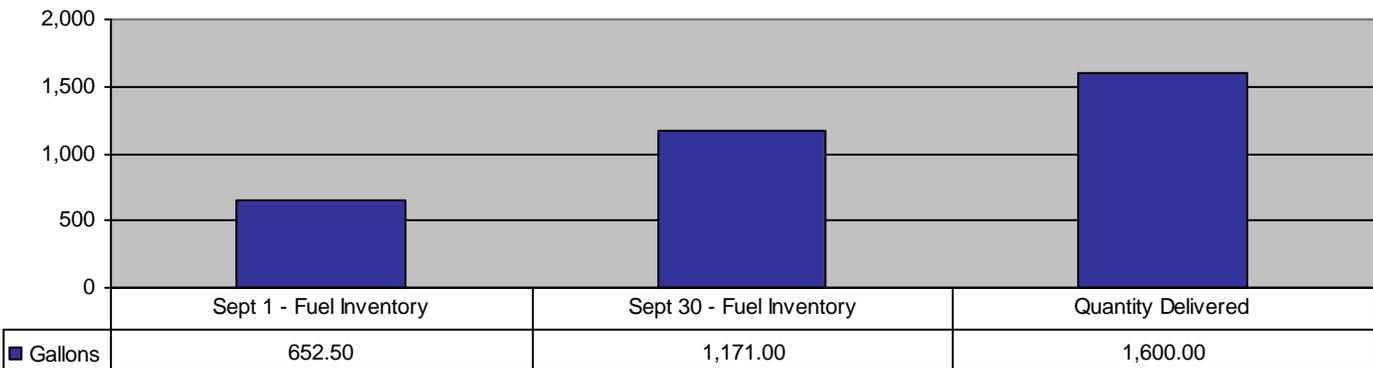


### Fuel Inventory

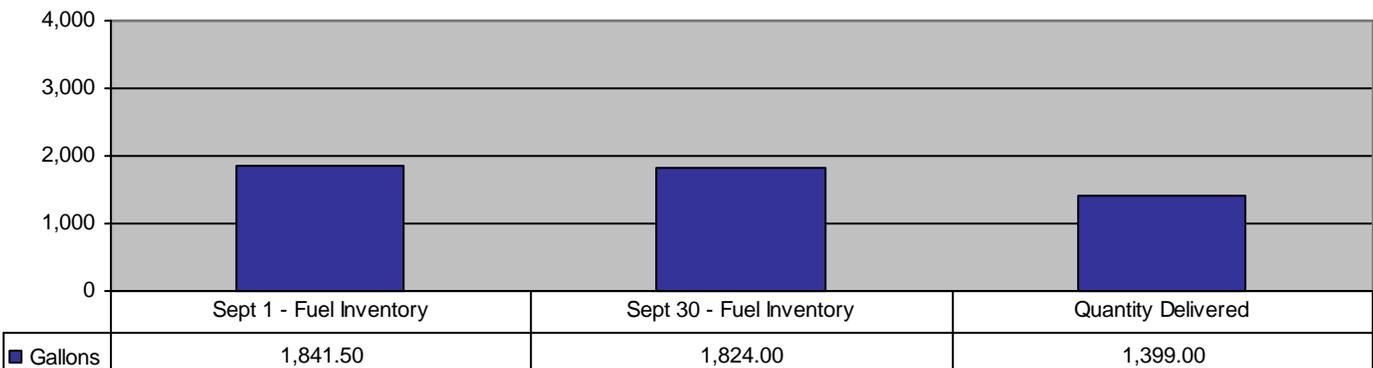
Fuel volume will change approximately .5% for every 10 degrees Fahrenheit change in fuel temperature. As of October 13, 2010, no fuel orders are pending for delivery.

\*A correction has been made on the beginning inventory for Diesel Fuel. The correct amount was 1,841.50 gallons not 1,859.10 as previously indicated.

### Unleaded Fuel



### Diesel Fuel



## Snow Material Inventory

A quantity of 1,000 tons of salt has been ordered, pending delivery.

Solid Deicer	Quantity On-Hand	Units
Ice Slicer	849.55	Tons
Rock Salt	351.58	Tons
Salt/Ice Slicer Mix	13.68	Tons
<b>Total Inventory</b>	<b>1,214.81</b>	

Anti Skid	308.72	Tons
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## City Material 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.

	Budget	Previous Balance	Invoice Amount Received This Month	Remaining Balance
Animal Cremation Services	\$ 5,000.00	\$ 4,820.00	\$ -	\$ 4,820.00
Asphalt/Coldmix	\$ 41,700.00	\$ 22,416.89	\$ 10,011.32	\$ 12,405.57
Deceased Animal Pick-Up (Large Animals)	\$ 5,000.00	\$ 4,480.00	\$ -	\$ 4,480.00
Fuel	\$ 137,000.00	\$ 77,326.24	\$ 8,381.17	\$ 68,945.07
Mosquito Control	\$ 37,960.60	\$ 9,243.94	\$ 5,743.34	\$ 3,500.60
Snow Materials	\$ 287,500.00	\$ 102,831.82	\$ -	\$ 102,831.82
Traffic Signal Maintenance	\$ 165,375.00	\$ 72,509.32	\$ 19,181.66	\$ 53,327.66

\*The Budget amount for Animal Cremation Services has been reduced to \$5,000 due to \$2,000 of the budget belongs to Animal Services.