



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

ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,577.
- [Work Requests](#) – The total number of work requests received were 1,720.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed with 91%-100% compliance.
- [Right-Of-Way Permits](#) – There were 46 permits issued in September.
- [Traffic Maintenance](#) – 42 signs were installed and 16 signs have been replaced for the month.
- [Pavement Maintenance](#) – September pothole patching required 83 tons of asphalt.
- [Concrete Replacement](#) - Concrete replacement work is a continuing activity.
- [Mowing, Debris, and Weed Control](#)
- [Street Sweeping and Gravel Maintenance](#) –The next round of sweeping will begin in October.
- [2012 Performance Measures](#)
- [Fuel Inventory](#) – Unleaded Fuel Usage and Diesel Fuel Usage
- [Snow Material Inventory](#)
- [City Budgets](#)

REVENUE

The September right-of-way permit revenue, excluding pavement restoration fees, was \$27,243.

PUBLIC WORKS MAJOR ACTIVITIES

- Completed Data scrub for 2012 signing inventory
- Initiated sign work orders for 2012 signing inventory
- Initiated draft of the 2012 Signal Warrant Study
- Fine tuning of Smoky Hill Road and Himalaya/Reservoir timing project
- Fine tuning of timing plans on Arapahoe Road between Colorado and Heritage Place Shopping Center in conjunction with DRCOG's
- Completed the 2012 Fall Striping of Arterial Streets
- Completed Econolite's Centracs training
- Conducted the first neighborhood meeting with Chenango for 2012 NTMP program
- Begin the 2012 signalized intersection lighting program
- Installation of a signal cabinet at Race Street and Arapahoe Road
- Kick off of the Peoria/Peakview Roundabout
- Public works has managed any residual vegetation growing in the right of way
- Salt deliveries are beginning to build stockpiles for winter maintenance

A LOOK AHEAD

- Installation of 2012 striping special projects
- Continued work for the Peoria/Peakview Roundabout
- Completion of Smoky Hill Road and Himalaya/Reservoir timing project
- Complete Sign Work Orders for the 2012 signing inventory program
- Finalize the mitigation plan for the Chenango neighborhood and 2012 NTMP
- Installation of signalized intersection lighting
- Completion of Signal Warrant Study
- Continued work on FASTER projects on Arapahoe Road
- Installation of weather stations
- Installation of traffic signal communications (radios) for Energy and Efficiency Community Block Grants (EECBG)
- Complete the concrete program for the year
- Pothole patching activities will continue for the remainder of the year
- Snow removal crews are preparing all equipment for the upcoming snow season
- The fall sweeping program is expected to begin in October

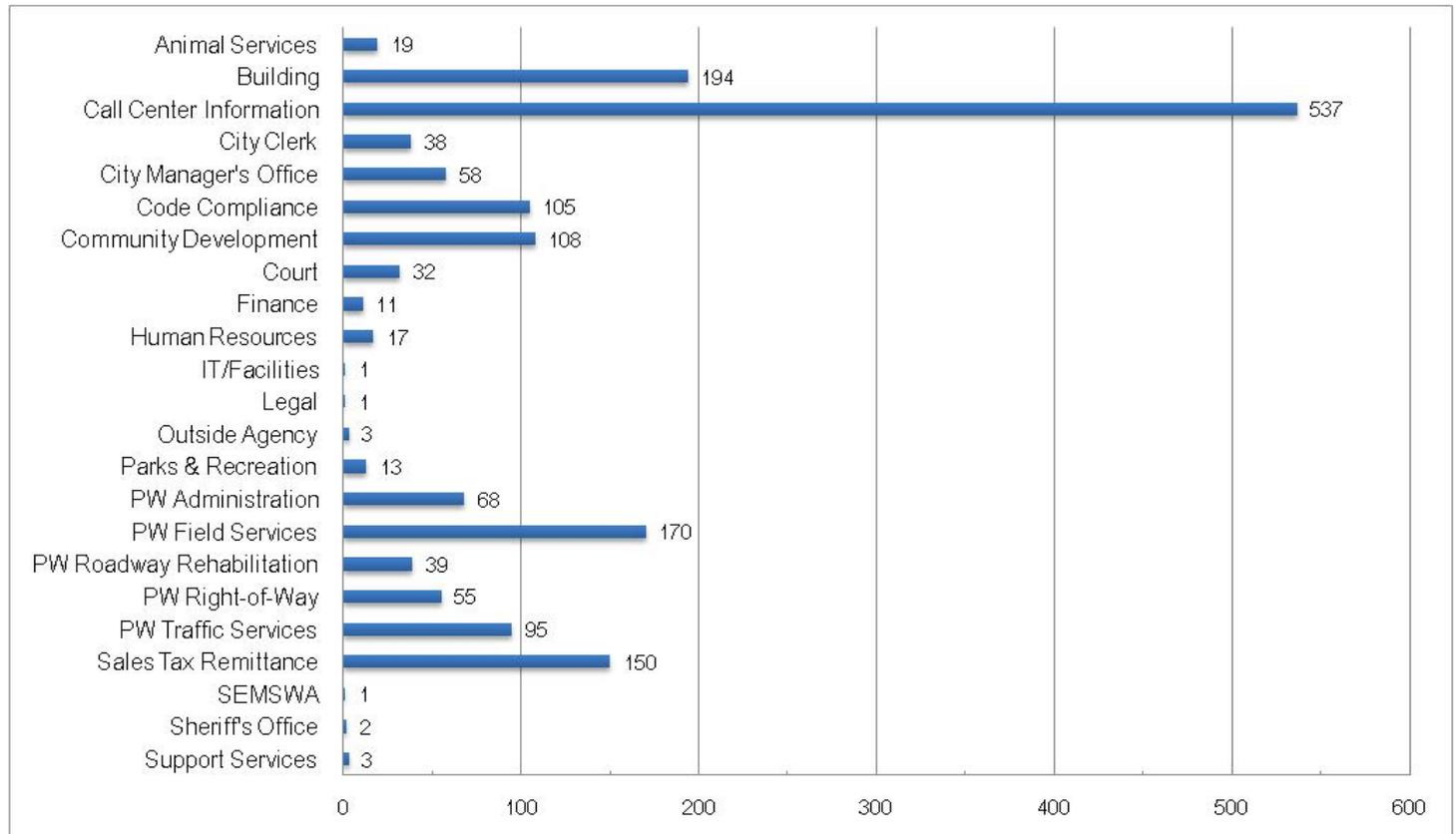
Call Center

In September, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,577 which includes 78 web requests. Only 45 calls were routed to the answering service during business hours, and a total of 86 calls were received after business hours. Overall, for the month of September, the Call Center had a 91% compliance metric of answering phone calls within 120 seconds.

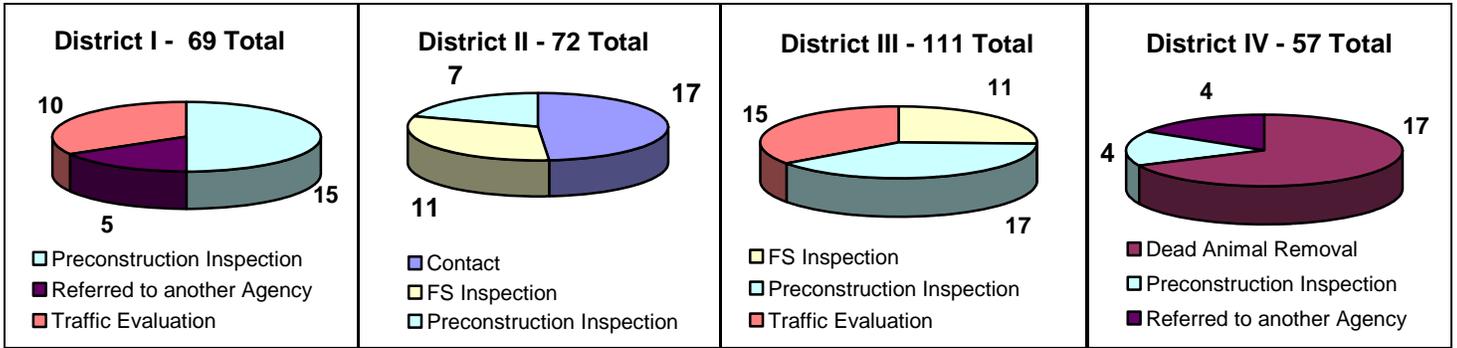
September 2011	Week 1	Week 2	Week 3	Week 4	MTD
	Sept 1-7	Sept 8-14	Sept 15-21	Sept 22-30	
Web Requests	23	12	21	22	78
Total Calls Handled by the Call Center	410	379	368	342	1,499
Total Metric for Call Center	433	391	389	364	1,577
Total Calls Rolled Over to Answering Service <u>During</u> Business Hours	16	3	12	14	45
Total Calls Rolled over to Answering Service <u>After</u> Hours	7	30	22	27	86

Work Request Breakdown

The work requests received by the City for the month of September were 1,720.



Top 3 Work Request Activities by District

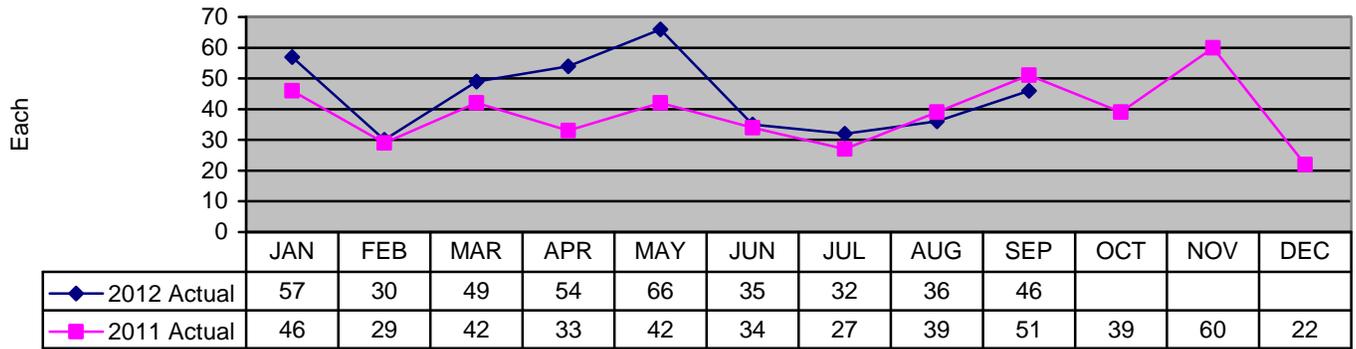


Compliance Summary

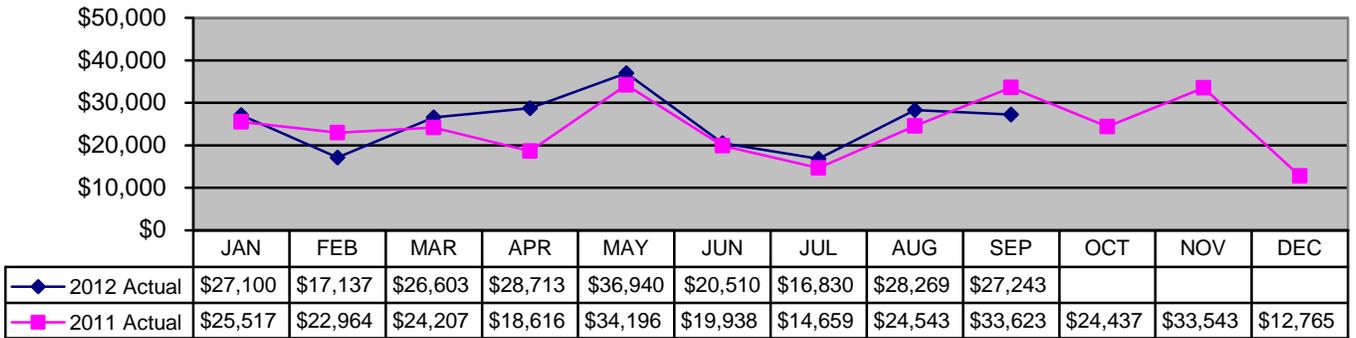
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	34	85%	31	91%	.31
2 - Important (Completed within 3 Business Days)	61	85%	31	100%	.84
3 - Standard (Completed within 10 Business Days)	29	85%	29	100%	2.57
4 - Preventative Maintenance (Scheduled Work)	198	N/A	N/A	N/A	N/A
5 - Street Rehabilitation	36	N/A	N/A	N/A	N/A
Grand Total	358				
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard		Compliance %
	1,577		85%		91%

Annual Comparative Right-Of-Way Permits

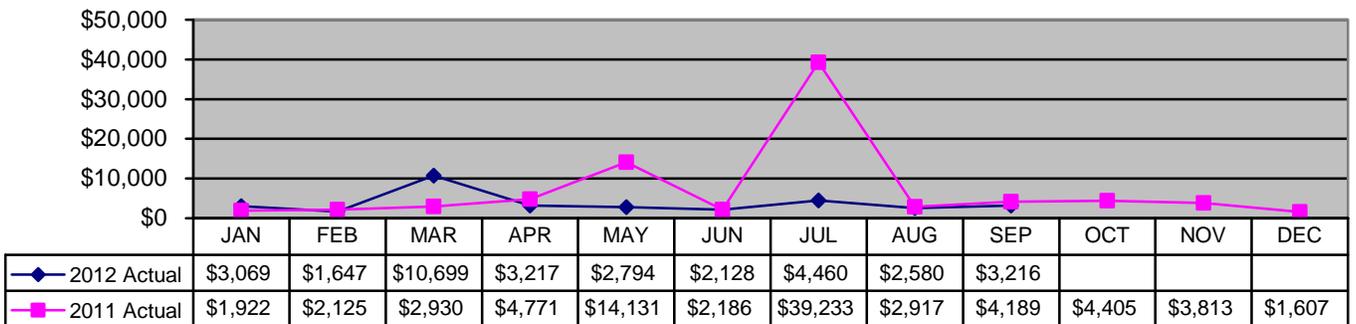
Number of Permits



Permit Revenue

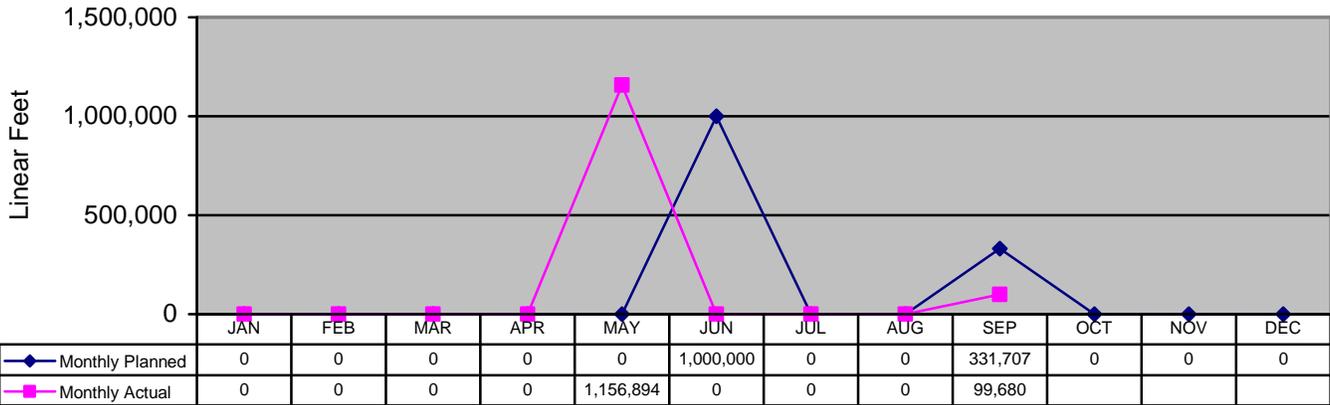


Pavement Restoration Revenue

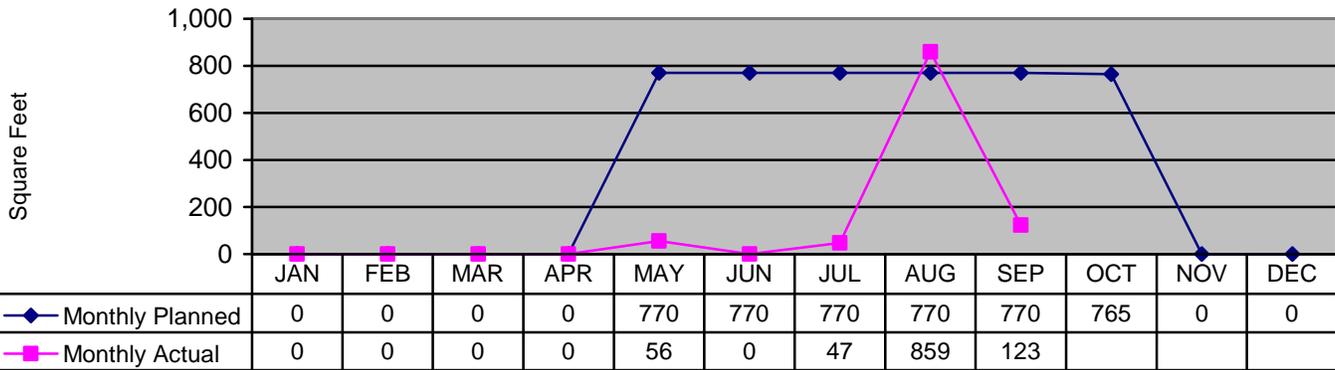


Traffic Maintenance

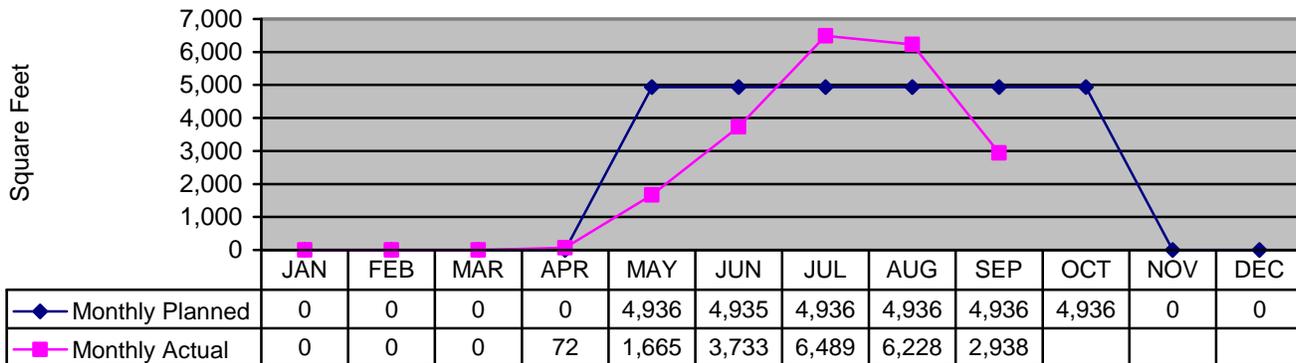
Lane Striping



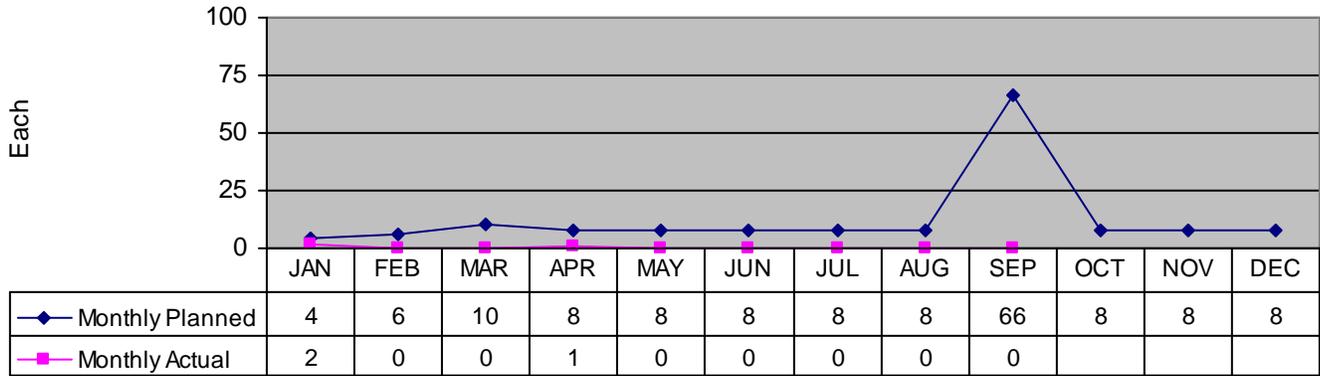
Thermoplastic Crosswalks and Stopbars



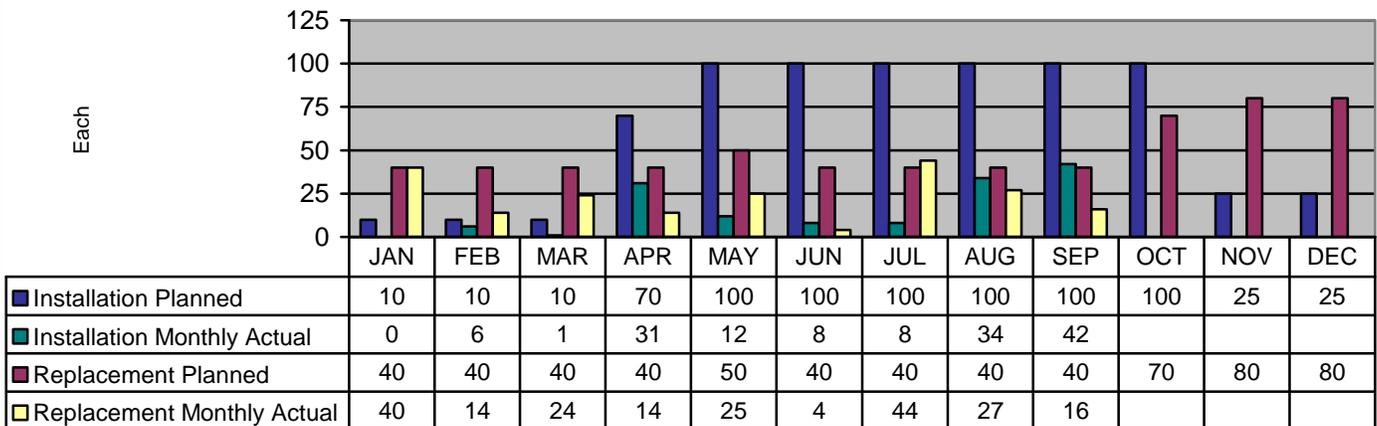
Acrylic Paint Crosswalks and Stopbars



Traffic Counts

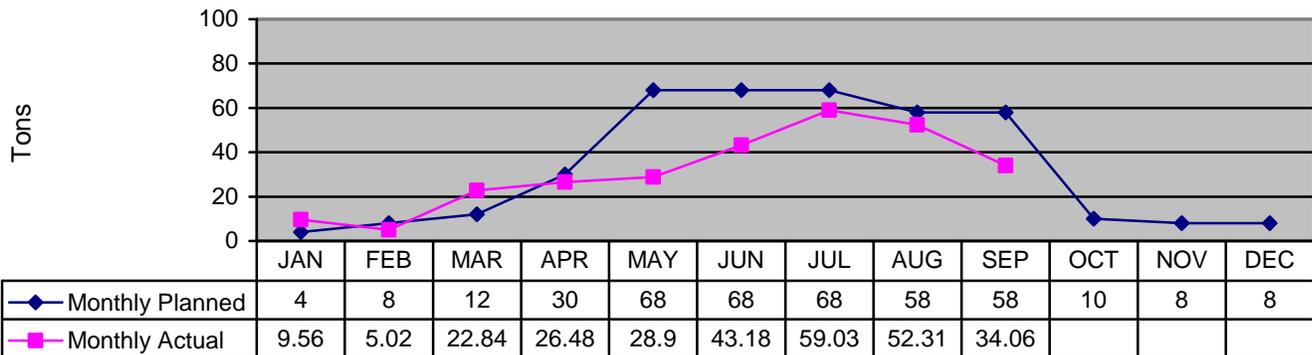


Sign Installation and Replacement

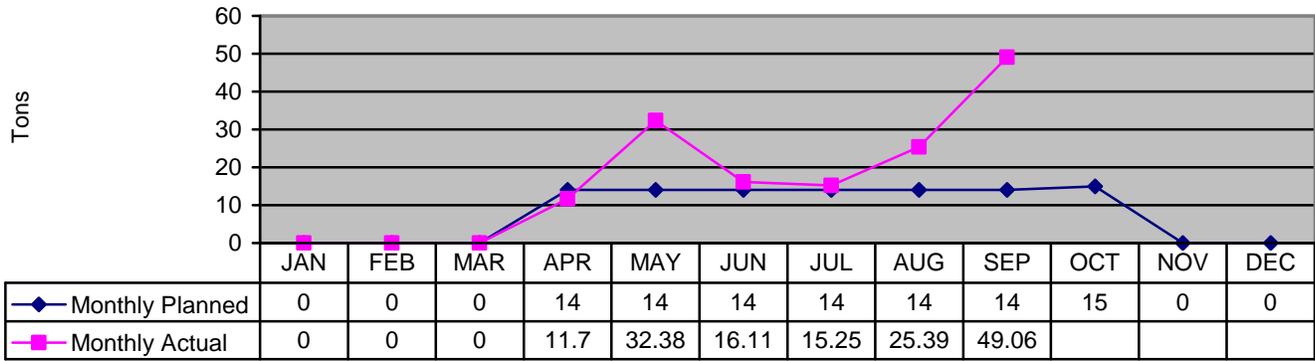


Pavement Maintenance

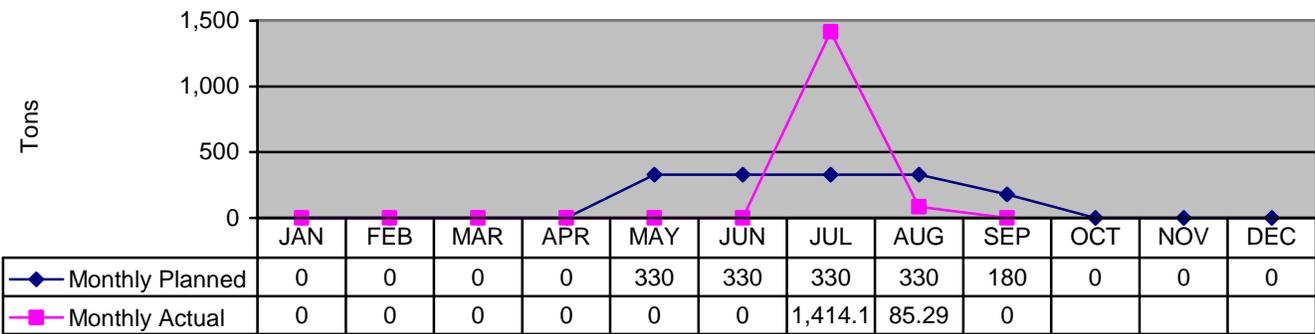
Pothole Patching



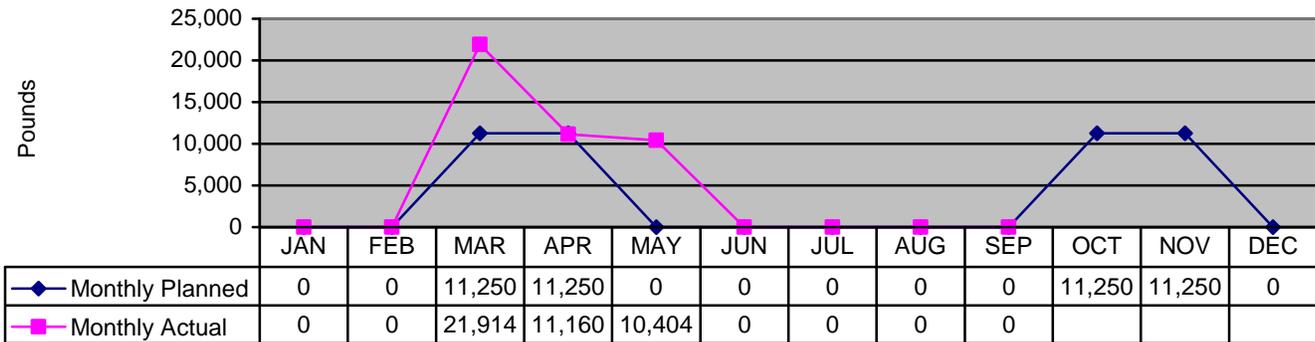
Patch Back



Major Patching

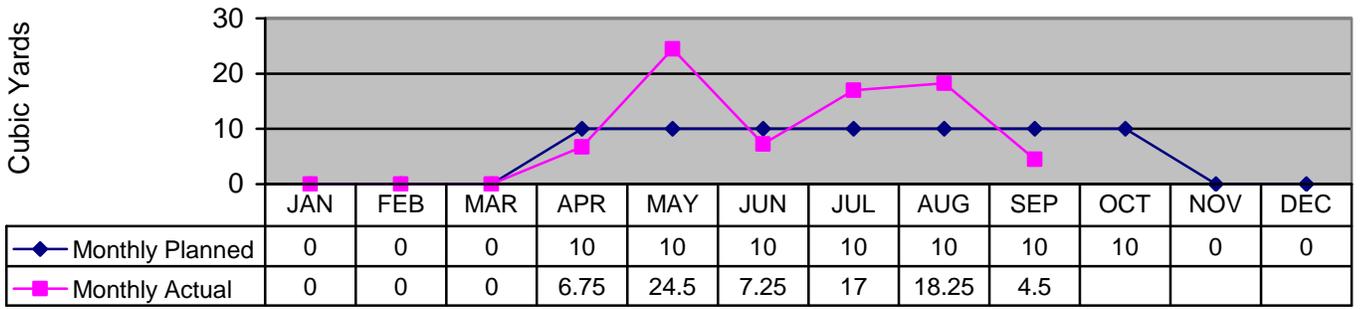


Crack Seal

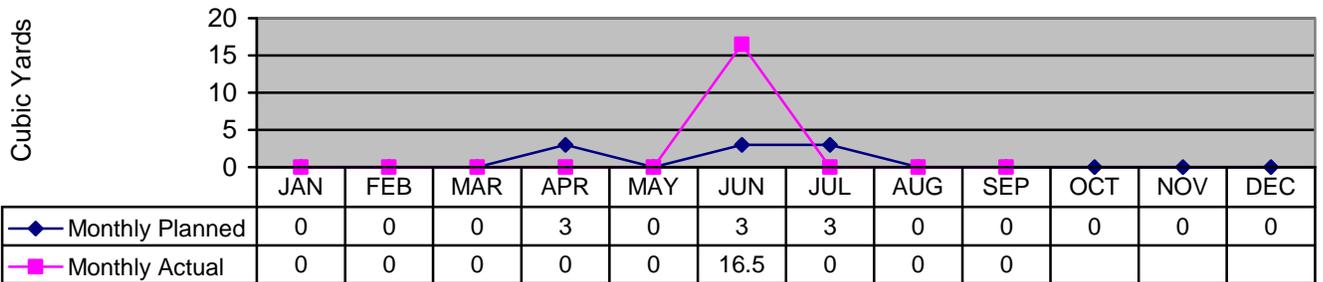


Concrete Replacement

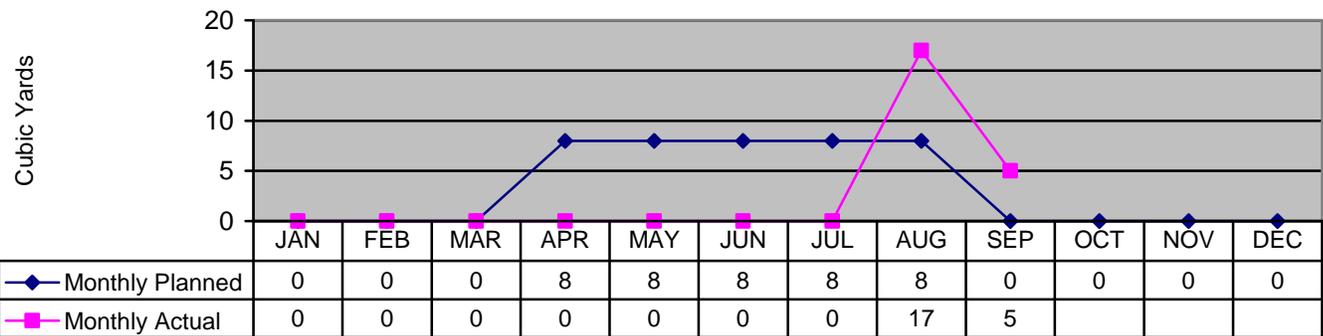
Sidewalk



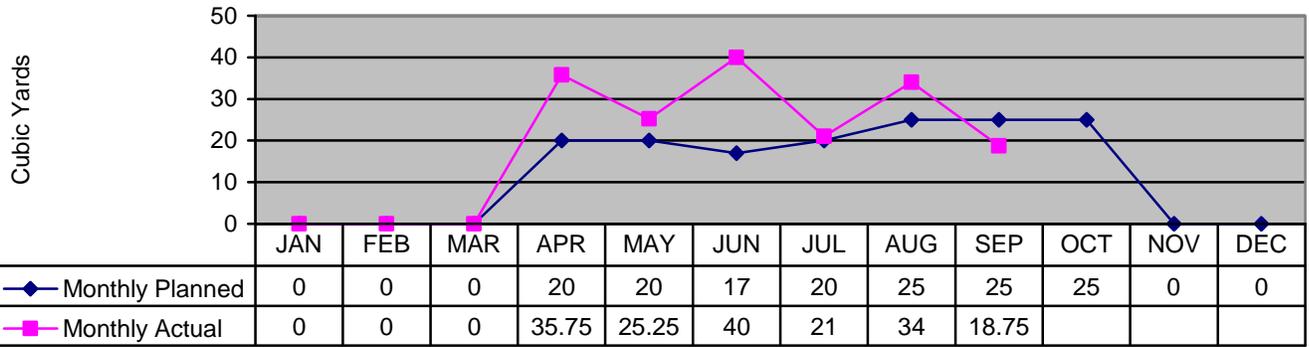
ADA Ramps



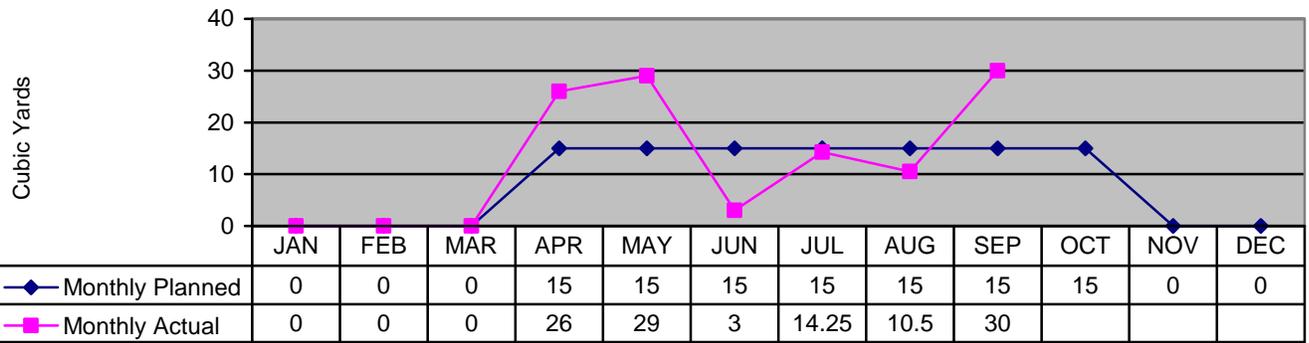
Crosspans and Aprons



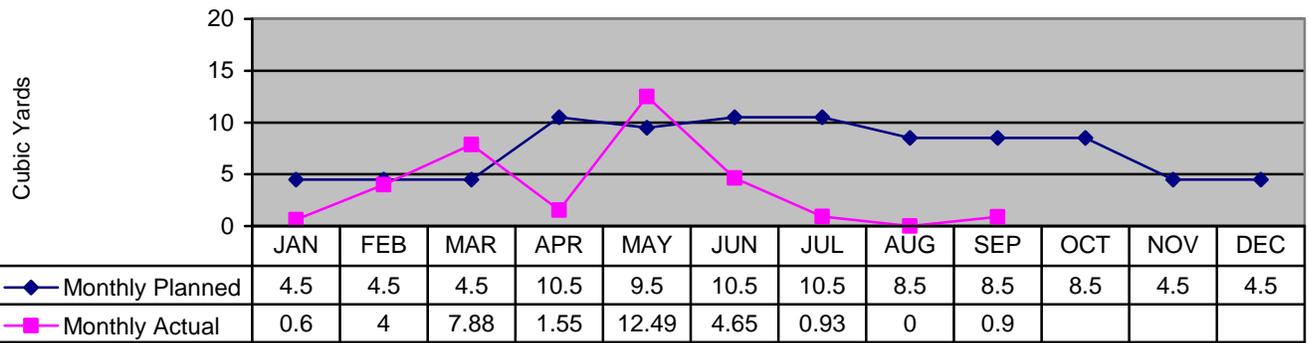
Curb, Gutter and Sidewalk Combination



Curb and Gutter

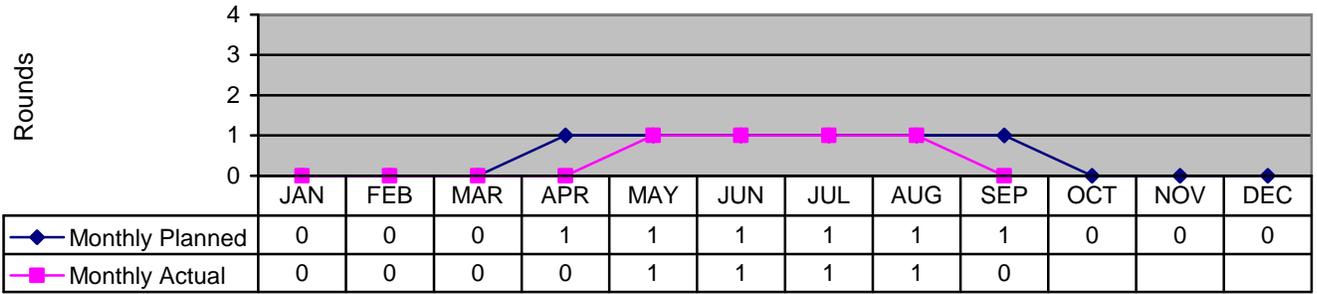


Concrete Maintenance

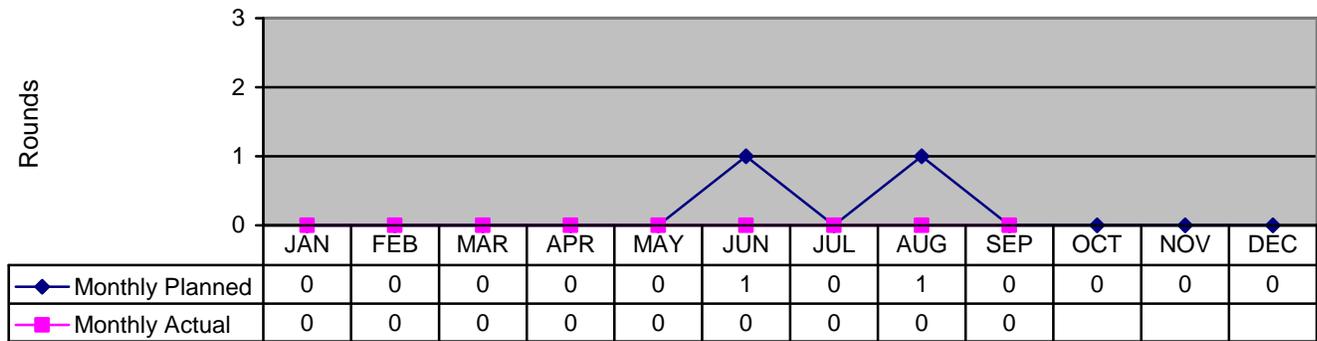


Mowing, Debris and Weed Control

Mowing and Debris Control

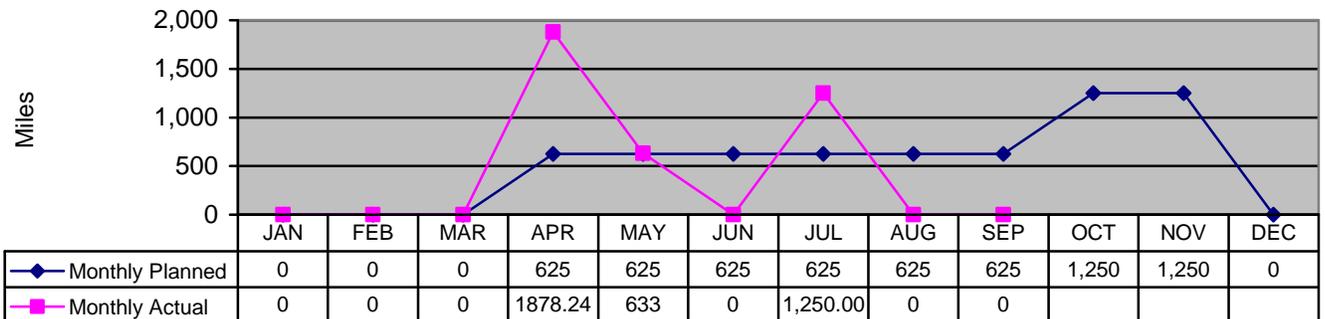


Weed Control - Spraying

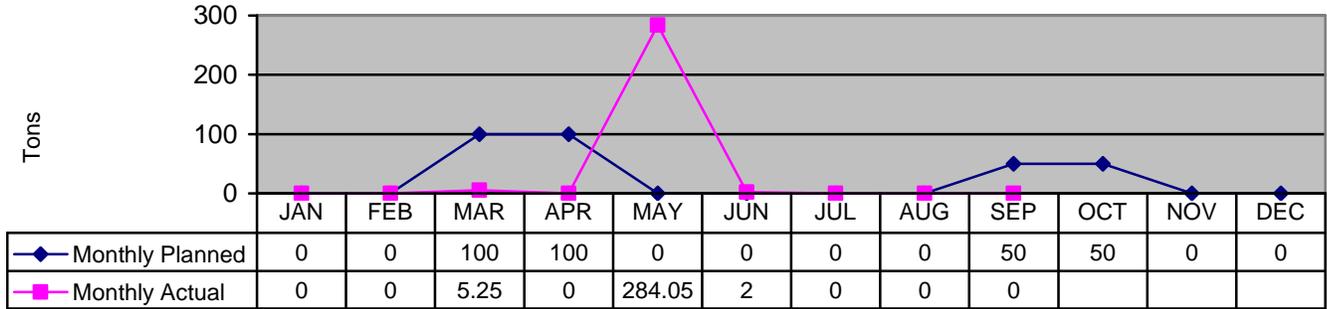


Street Sweeping and Gravel Maintenance

Street Sweeping

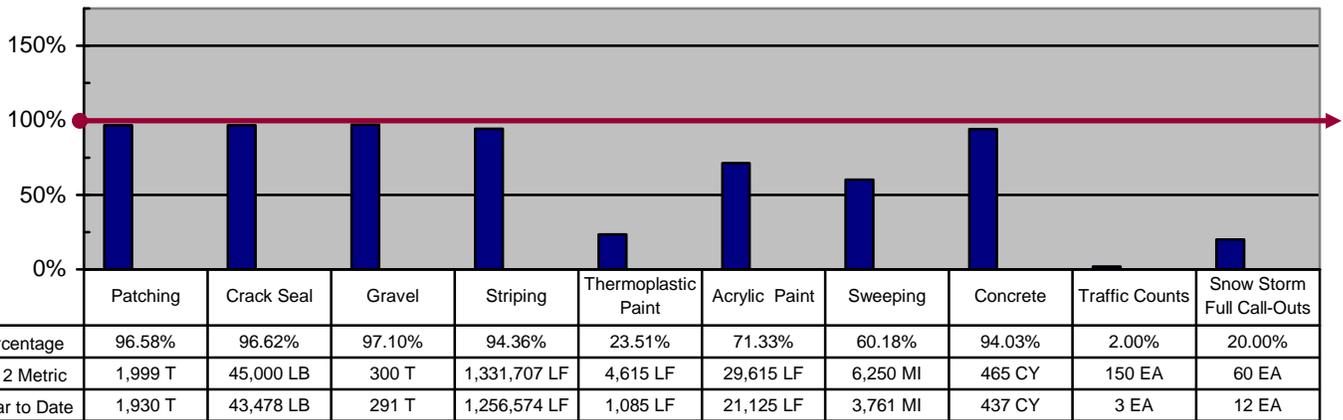


Gravel Maintenance



2012 Performance Measures

Percentage of Metric

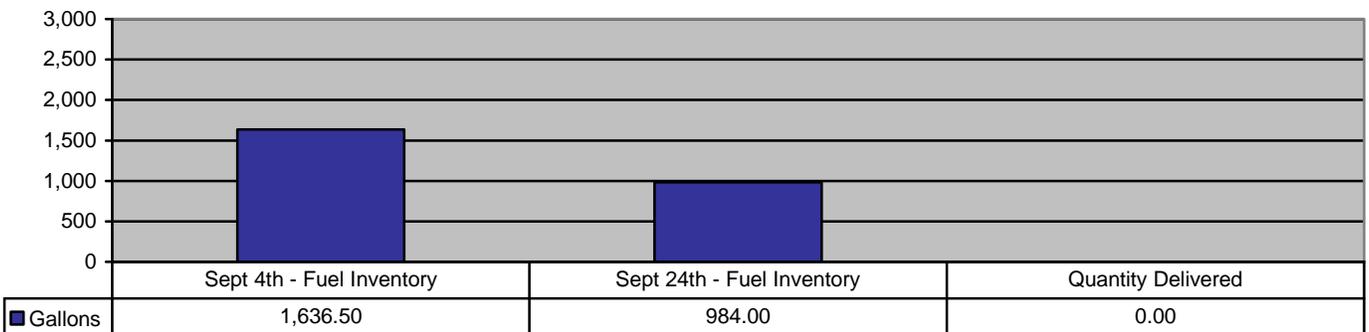


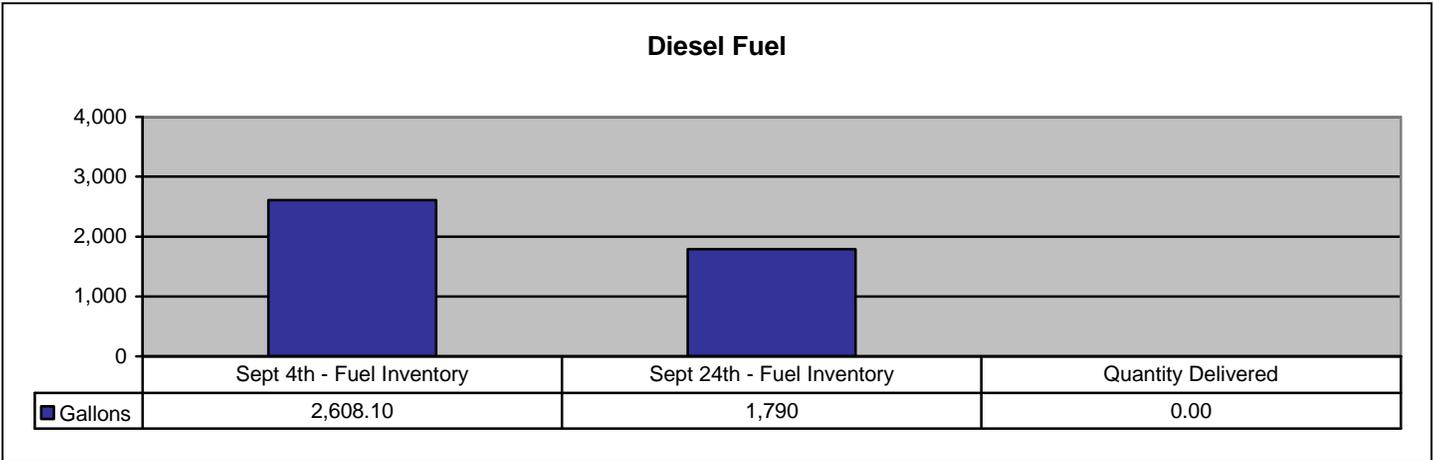
Tons = T Pounds = LB Linear Feet = LF Square Feet = SF Miles = MI Cubic Yards = CY Each - EA

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	1,429.20	282.47	0.00	1,711.67
Ice Slicer	136.30	0.00	0.00	136.30
Anti Skid (Sand/Salt Mix)	309.00	0.00	0.00	309.00
Total	1,874.50	282.47	0.00	2,156.97

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	Previous Balance	Invoice Amount Received	Remaining Balance
Animal Disposal				
Animal & Pest Control (Large Animals)	\$ 2,500.00	\$ 750.00	\$ (1,400.00)	\$ (650.00)
Pet Cremation Services	\$ 1,000.00	\$ 852.00	\$ (247.00)	\$ 605.00
Asphalt/Coldmix Material	\$ 90,000.00	\$ 11,677.79	\$ (3,954.91)	\$ 7,722.88
Fuel	\$ 137,000.00	\$ 49,606.25	\$ -	\$ 49,606.25
Mosquito Control	\$ 34,460.00	\$ 5,743.35	\$ (5,743.33)	\$ 0.00
Signal (Pole) Maintenance	\$ 75,000.00	\$ 75,000.00	\$ -	\$ 75,000.00
Signal Additions/Repairs	\$ 174,590.00	\$ 96,070.72	\$ (78,219.94)	\$ 17,850.78
Snow Removal Materials	\$ 332,770.00	\$ 238,458.40	\$ (18,981.97)	\$ 219,476.43