



Centennial's Vision:

The City of Centennial is dedicated to providing a high quality of life, delivering superior customer service, and achieving the highest professional standards. We strive to uphold our mission by adhering to our organizational values.



Engineering Mission:

The Engineering Division promotes public health, safety and welfare in order to protect property values and quality of life. The Engineering Division will achieve this through delivery of development review services, inspection and acceptance of public improvements associated with land development, coordination with other regulatory agencies, administration of the Capital Improvement Program, including preparation of the City's Five and Ten Year Capital Improvement Program, and provision of general municipal civil engineering services.



Engineering Strategic Goals (OVOV Centennial 2030 Alignment)

Enforce Regulations: Engineering will seek to enforce engineering standards associated with land development and work within the public rights-of-way through inspections.

Education: Engineering will seek to explain the purpose of regulations to assist developers in understanding the role of engineering standards and foster community support as well as help identify solutions on a case-by-case basis in an effort to assist developers and individuals.

Enhance Regulations: Engineering will seek to proactively identify regulatory enhancements to address local issues and to recommend tailored solutions that fit the expectations of the community.

Efficient and Effective Service: Engineering will maintain an accountable, transparent, responsive, and fiscally responsible division by tracking and meeting performance measures and improving business processes.

Customer Service: Engineering will interact with all customers in a respectful, responsive, accountable, and trustworthy manner to achieve customer satisfaction.



Survey Says...

The 2010 Centennial Citizen Survey provided residents the opportunity to rate the quality of life in the City, as well as the service delivery and overall workings of local government. The survey also permitted residents to provide feedback to the City on what is working well and what is not.

Citizen's rating of ease of car travel in Centennial:

Excellent: 11%
Good: 50%
Fair: 32%
Poor: 7%

Budget:

The budget for Engineering is a part of the Land Use Fund budget.

FTE: 4.5

Performance Outcome Measures

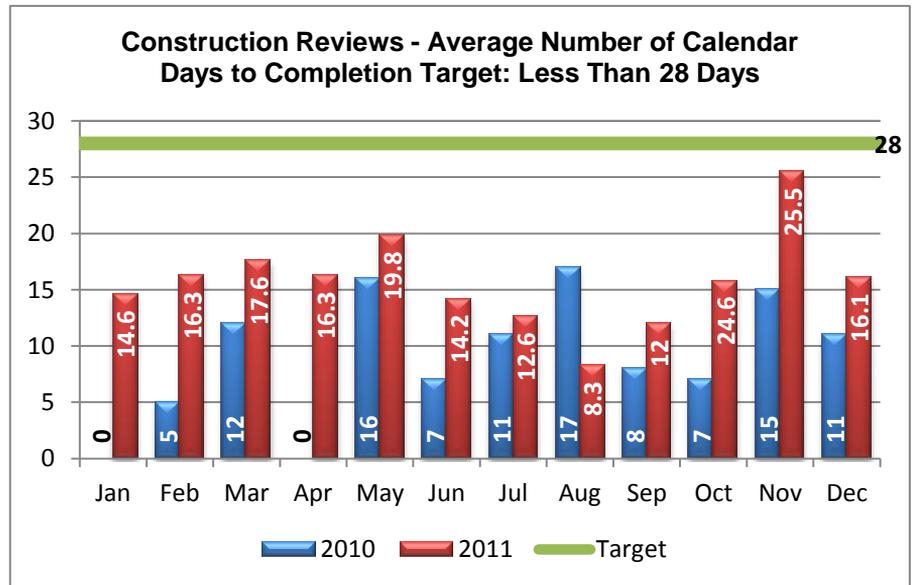
Performance outcomes are measures that indicate how well the department/division's objectives were accomplished. Outcome measures indicate the quality of effectiveness of a service and are usually associated with a goal for each measure.

The Engineering Division currently does not report any outcome measures.

Service Level Measures

Service Level Measures may be thought of as efficiency measures. A measure of the resources required to produce a certain outcome; these may or may not be associated with a goal or target.

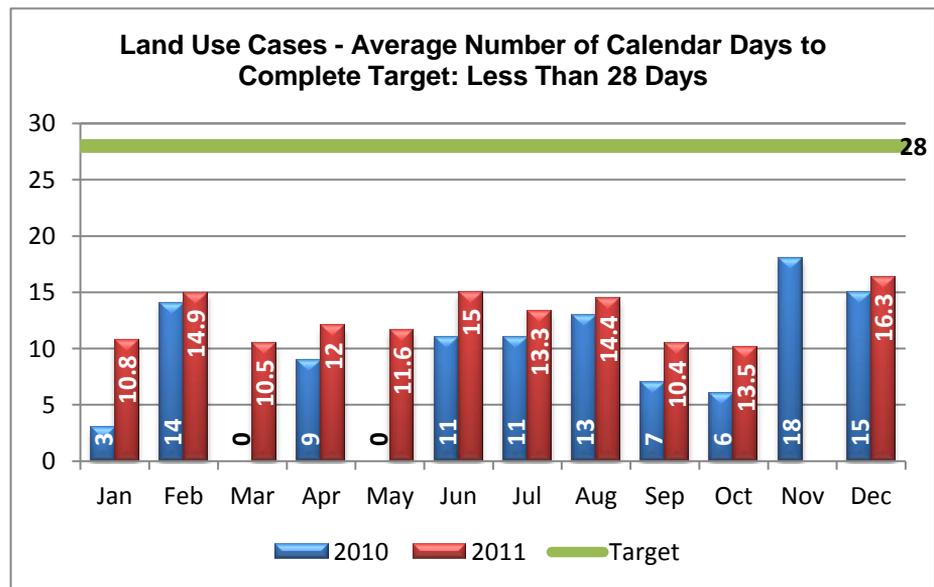
	2010	2011
January	0	14.6
February	5	16.3
March	12	17.6
April	0	16.3
May	16	19.8
June	7	14.2
July	11	12.6
August	17	8.3
September	8	12
October	7	15.8
November	15	25.5
December	11	16.1



Notes: Construction Reviews are when the Engineering Division reviews construction documents that are submitted for new construction projects to ensure the project is in general conformance with City regulations and construction standards.

Construction review times in December were back into normal range due to finalizing Centennial Center Park construction management. Review times for 2011 were on average 6.7 days longer than 2010. Review times in 2012 should return to our normal cycle but are dependant on work load. Staff continues to complete construction reviews well below target.

	2010	2011
January	3	10.8
February	14	14.9
March	0	10.5
April	9	12
May	0	11.6
June	11	15
July	11	13.3
August	13	14.4
September	7	10.4
October	6	13.5
November	18	0
December	15	16.3

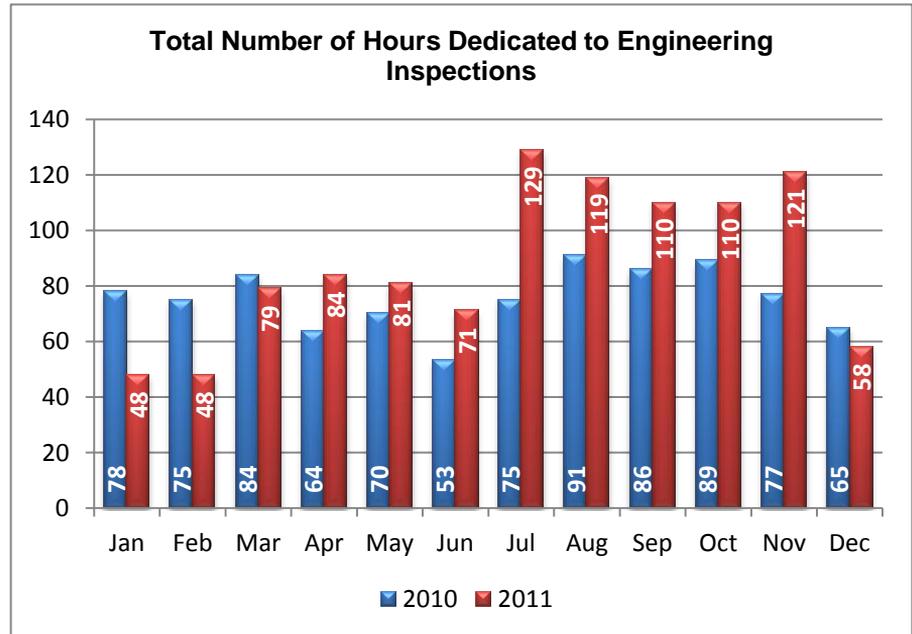


Notes: Land use cases continue to be completed well below target.

Output Measures

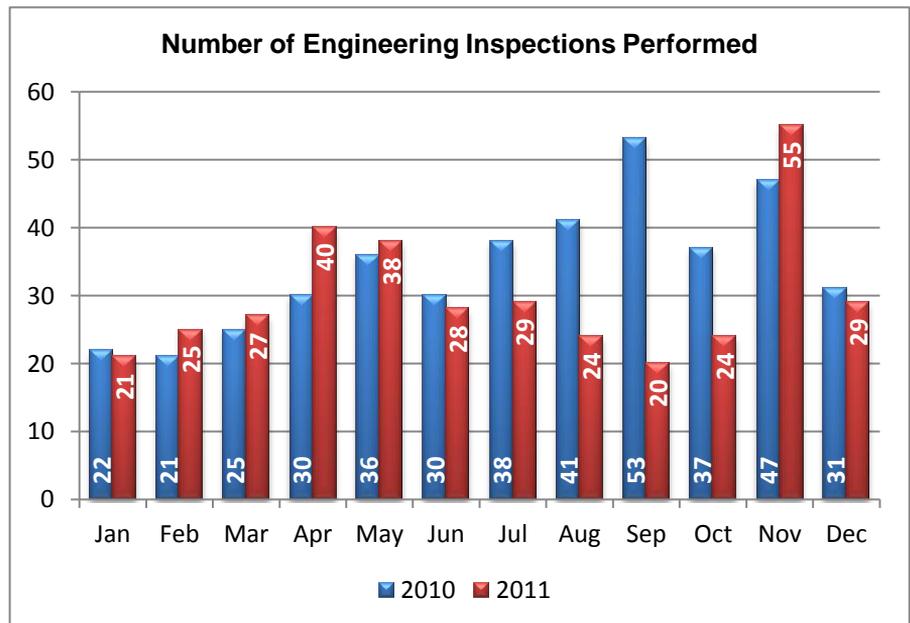
Performance Output Measures indicate the amount of service provided.

	2010	2011
January	78	48
February	75	48
March	84	79
April	64	84
May	70	81
June	53	71
July	75	129
August	91	119
September	86	110
October	89	110
November	77	121
December	65	58
Total	907	1058



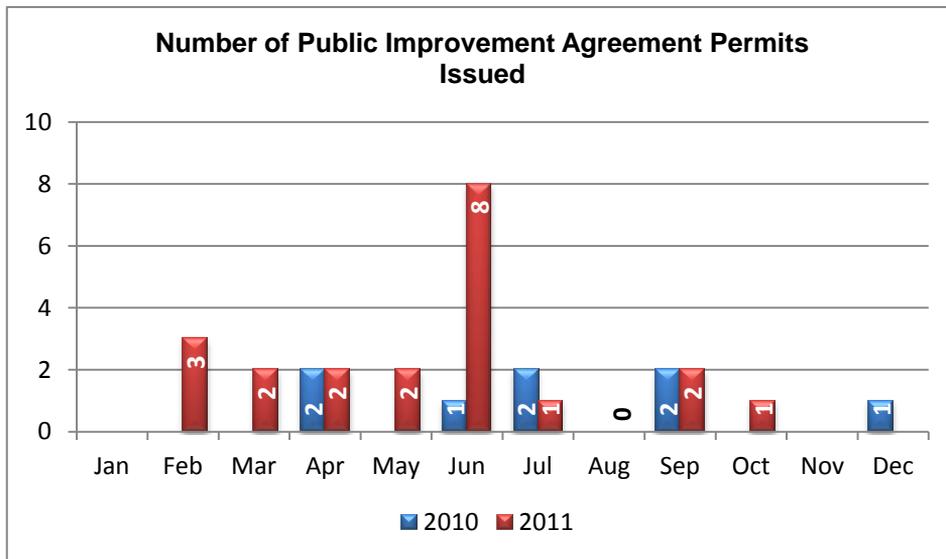
Notes: The average monthly hours the Engineering Division spent on inspections in 2011 was 88.17 compared to 75.58 in 2010. The Engineering Division began tracking inspection hours of Centennial Center Park in July, and this is the primary reason for the increase in average hours in 2011.

	2010	2011
January	22	21
February	21	25
March	25	27
April	30	40
May	36	38
June	30	28
July	38	29
August	41	24
September	53	20
October	37	24
November	47	55
December	31	29
Total	411	360



Notes: In December, 14 individual projects/sites were inspected. Allosource, Nilex, Cherry Creek Business Center, Centennial Link Trail and Centennial Center Park all required multiple inspections in December.

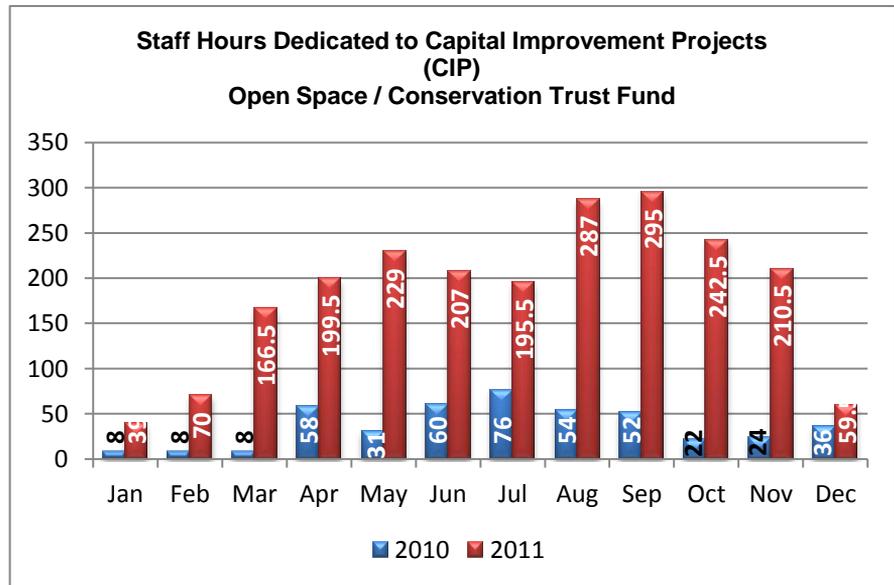
In 2011, the average number of Engineering Inspections was 30 compared to 34.25 in 2010. Engineering does not control the number of inspections because inspections are driven by demand from contractors and developers. The April and November increases were largely due to projects reaching stages that required a larger number of inspections.



Notes: A Public Improvement Agreement permit is an agreement between a project owner/developer and the City. PIA's define the scope, extent, design, and value of public improvements maintained by the City, and the permit (Development Permit) provides final approval for a project to start construction.

In December, zero (0) Public Improvement Agreement (PIA) permits were issued. In 2011, the Division issued 21 permits compared to 8 in 2010. The spike in permits in June was because several permits that were waiting for information were completed at the same time.

	2010	2011
January	8	39
February	8	70
March	8	166.5
April	58	199.5
May	31	229
June	60	207
July	76	195.5
August	54	287
September	52	295
October	22	242.5
November	24	210.5
December	36	59.5
Total	437	2201

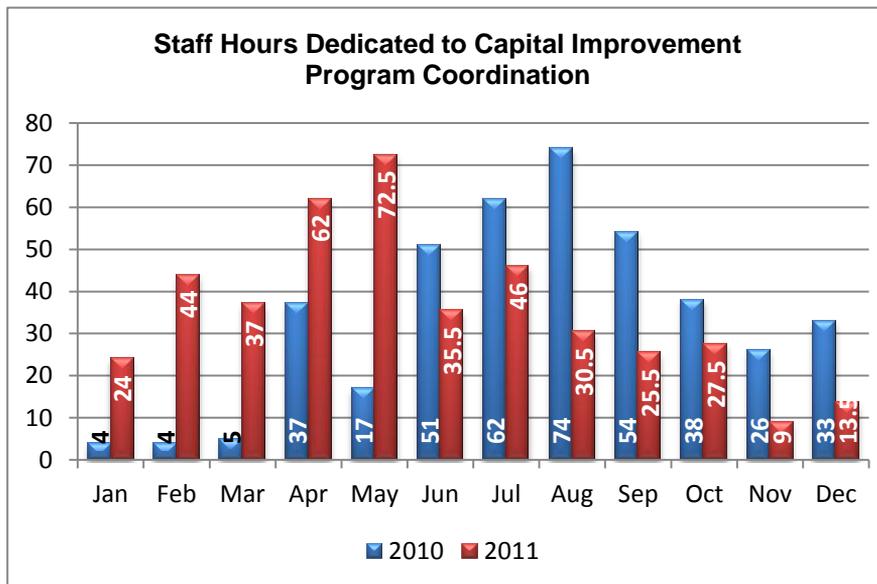


Notes: In December, the Engineering Division spent less hours working on projects associated with Capital Improvement Program, Open Space, and Conservation Trust because work on Centennial Center Park construction management is winding down compared to earlier in the year.

In 2011, The Engineering Division has spent 2,201 hours working on projects associated with the Capital Improvement Program, Open Space, and Conservation Trust. The Engineering Division spent an average of 183.42 hours per month on these types of projects compared to 36.41 hours per month in 2010.

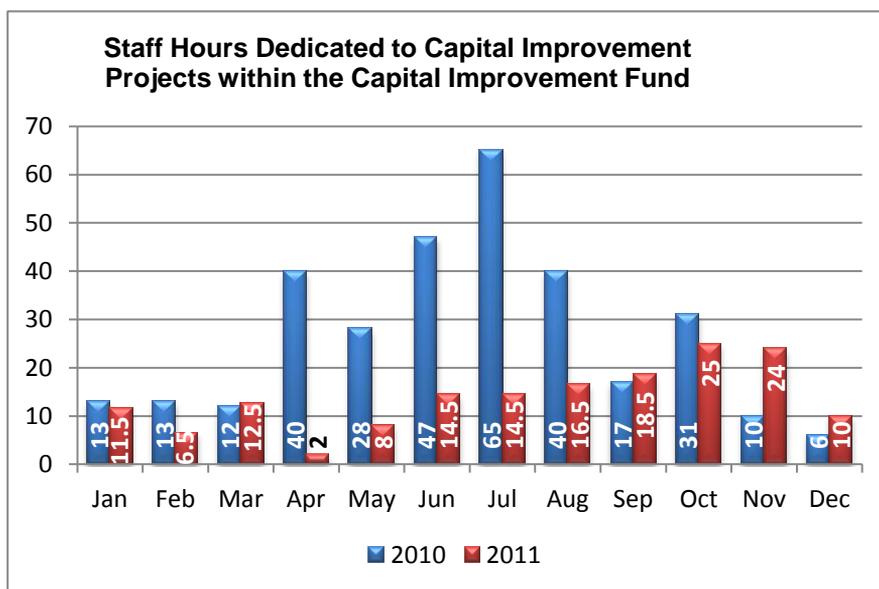
In 2012, the hours will decrease back to near 2010 averages due to work on Centennial Center Park construction management being complete.

	2010	2011
January	4	24
February	4	44
March	5	37
April	37	62
May	17	72.5
June	51	35.5
July	62	46
August	74	30.5
September	54	25.5
October	38	27.5
November	26	9
December	33	13.5
Total	405	427



Notes: In 2011, the majority of the 427 hours spent on CIP Coordination has been on the CIP 5 & 10 Year Plan and the investigation of a capital bond program. The Division has completed the bond program research. The 5 & 10 Year Plan process has been automated, resulting in much less time being required in future years.

	2010	2011
January	13	11.5
February	13	6.5
March	12	12.5
April	40	2
May	28	8
June	47	14.5
July	65	14.5
August	40	16.5
September	17	18.5
October	31	25
November	10	24
December	6	10
Total	322	163.5



Notes: In 2010, the Engineering Division worked on three major projects that increased the number of staff hours dedicated to capital improvement projects within the Capital Improvement Fund: Tagawa Access, Cherrywood Outfall and Caley Bridge. In 2011 projects have been more limited and included the Arapahoe and Vine traffic signal rebuild.

