



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

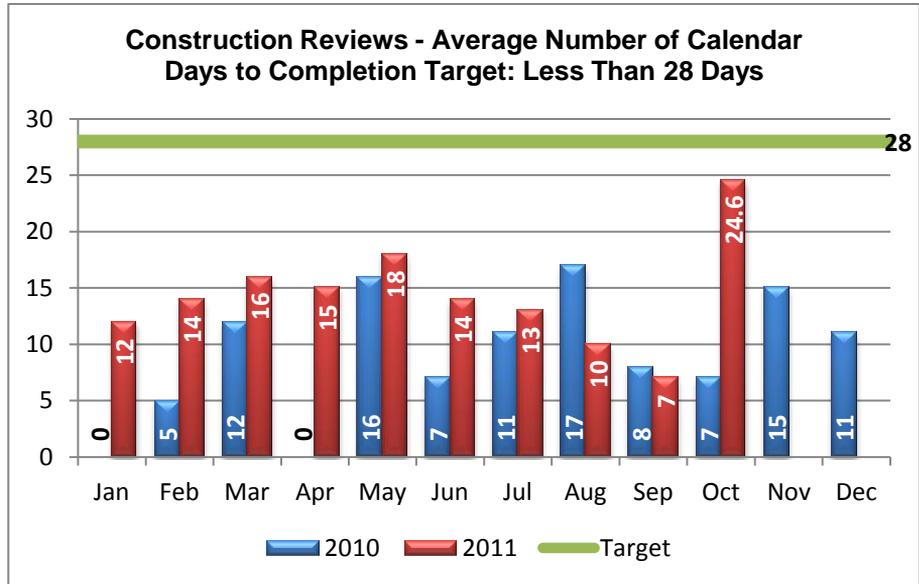
Performance outcomes are measures that indicate how well the department/division's objectives were accomplished. Outcome measures indicate the quality of effectiveness of a service and are usually associated with a goal for each measure.

The Engineering Division currently does not report any outcome measures.

Service Level Measures

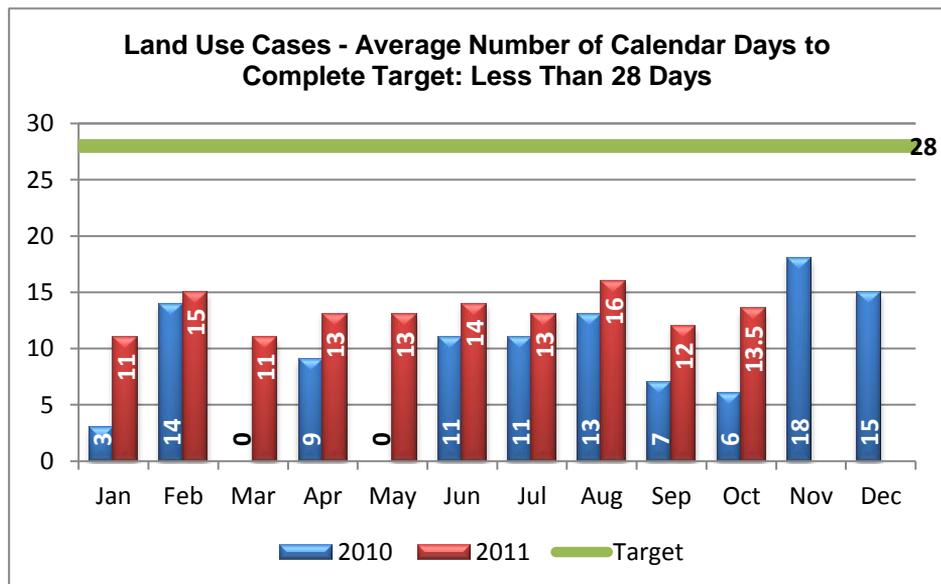
Service Level Measures may be thought of as efficiency measures. A measure of the resources required to produce a certain outcome; these may or may not be associated with a goal or target.

	2010	2011
January	0	12
February	5	14
March	12	16
April	0	15
May	16	18
June	7	14
July	11	13
August	17	10
September	8	7
October	7	24.6
November	15	0
December	11	0



CD review times in October were longer than average due to a focus on finalizing Centennial Center Park. Review times in 2011 are on average 6.1 days longer than 2010. Staff continues to complete construction reviews well below target.

	2010	2011
January	3	11
February	14	15
March	0	11
April	9	13
May	0	13
June	11	14
July	11	13
August	13	16
September	7	12
October	6	13.5
November	18	0
December	15	0

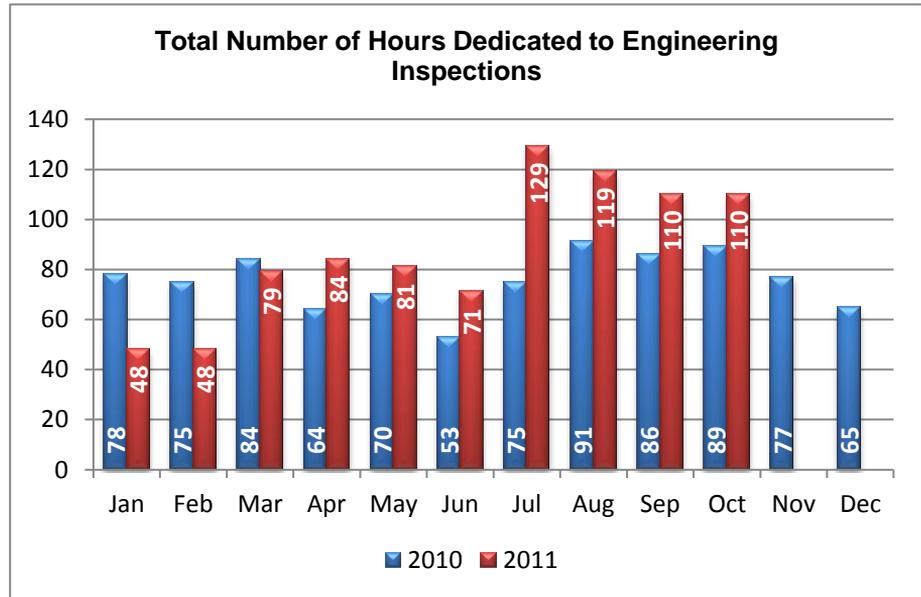


Land Use review times remain steady month over month in 2011. Land use cases continue to be completed well below target.

Output Measures

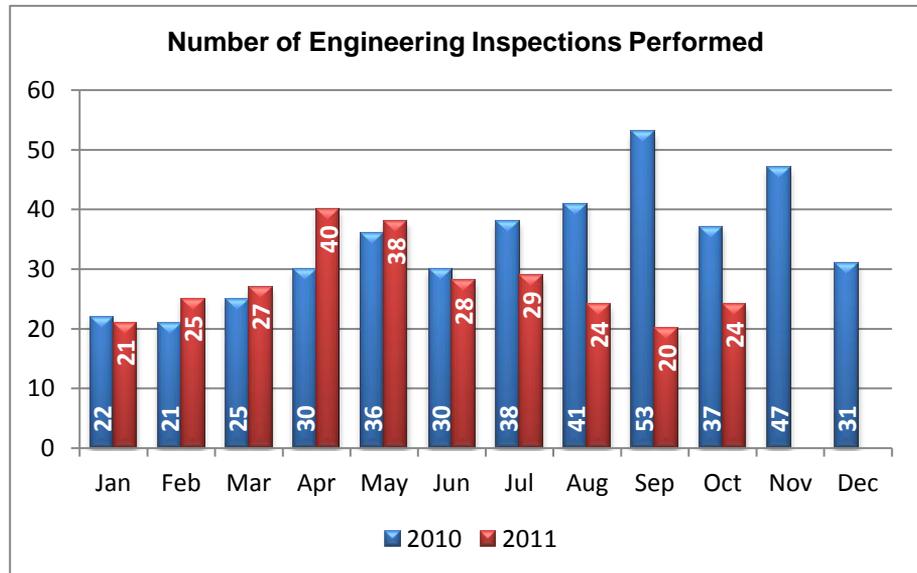
Performance Output Measures indicate the amount of service provided.

	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	0
December	65	0
Total	907	879

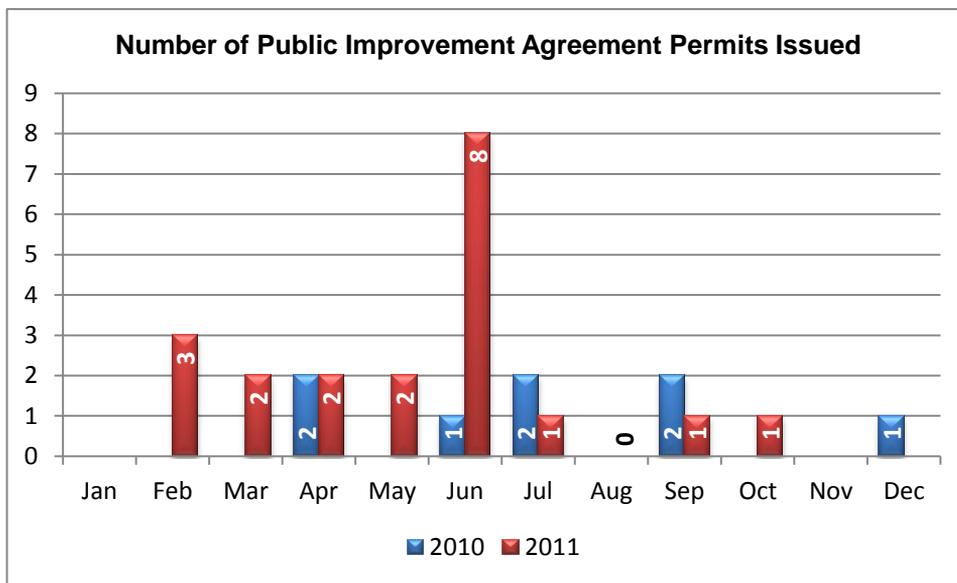


Engineering began tracking inspection hours of Centennial Center Park in July. The Division did not report these hours in the past, so July, August, September and October numbers are higher than average, due primarily to this project.

	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	0
December	31	0
Total	411	276

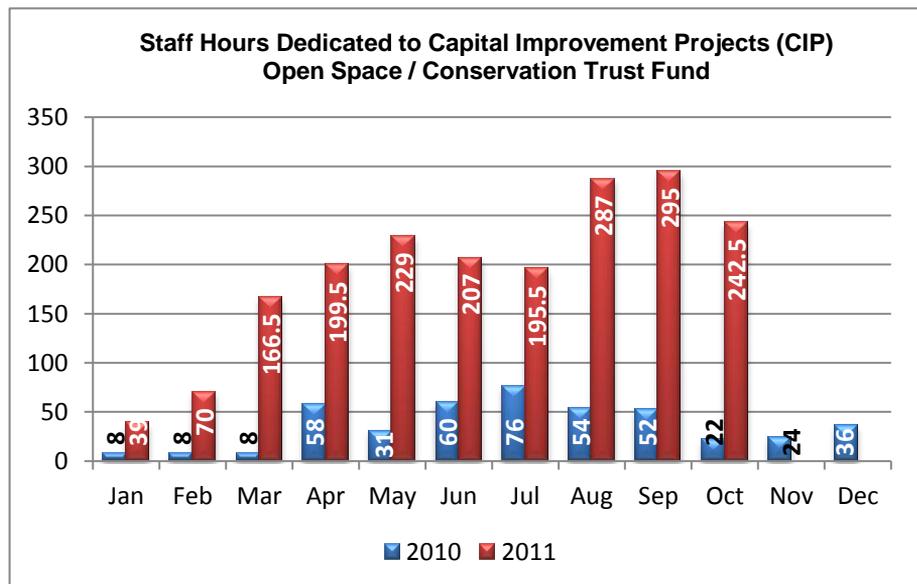


This number is driven by contractors and developers. It depends on where they are in their construction process. 2011 is much lower than 2010. Engineering does not control this number.



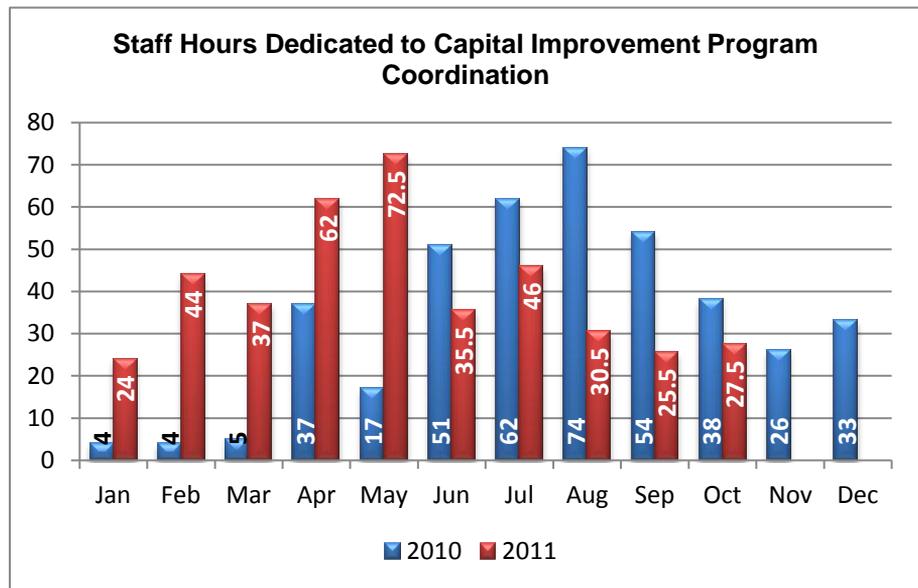
There was one PIA permit issued in October 2011 - DP-11-00021. The division has issued 20 permits YTD compared to 7 in 2010.
 June spike due to several permits that had been waiting for information all being completed at the same time.

	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	0
December	36	0
Total	437	1931



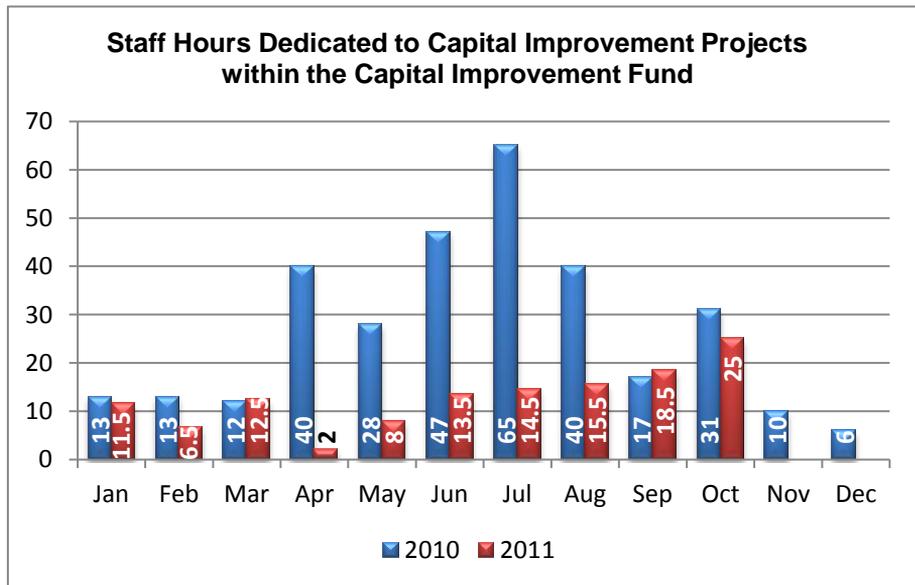
October's and recent months' spikes due to hours spent on Centennial Center Park. Average monthly hours in 2010 was 37.7. Average in 2011 is 193.1.

	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	0
December	33	0
Total	405	404.5



Hours were spent on CIP management time and 5/10 Year Plan. Engineering has spent time in 2011 getting all information into an access database for the 5/10 Year Plan, so future years will be much easier and will require less time.

	2010	2011
January	13	11.5
February	13	6.5
March	12	12.5
April	40	2
May	28	8
June	47	13.5
July	65	14.5
August	40	15.5
September	17	18.5
October	31	25
November	10	0
December	6	0
Total	322	127.5



Engineering worked on three major projects in 2010 that drove the hours up: Tagawa Access, Cherrywood Outfall and Caley Bridge. Of the 25 hours spent in October, 20 hours were spent on Centennial Link Trail.