



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:

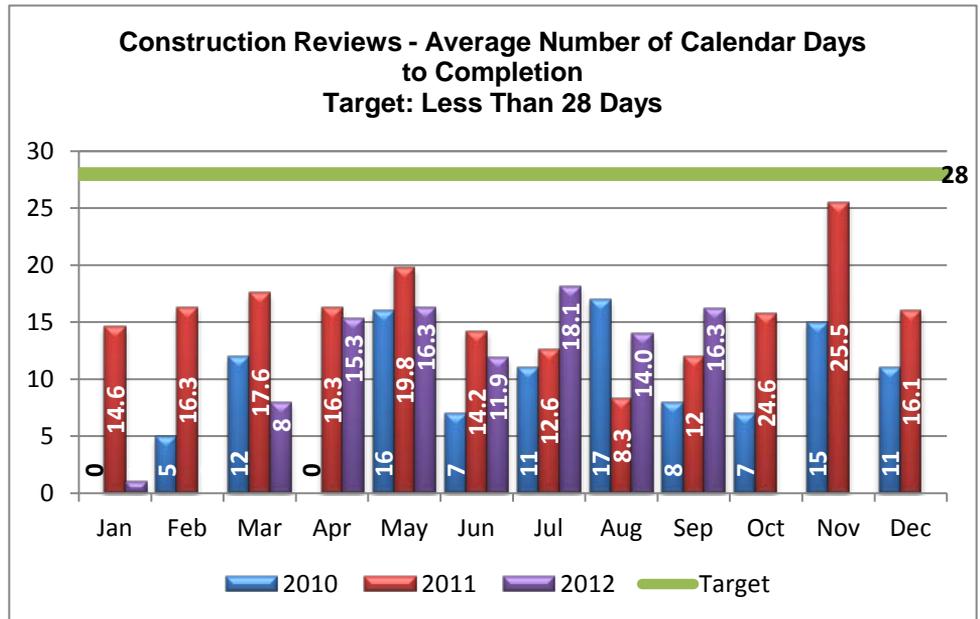
The budget for Engineering is a part of the Land Use Fund budget.

FTE: 4.5

Service Level Measures

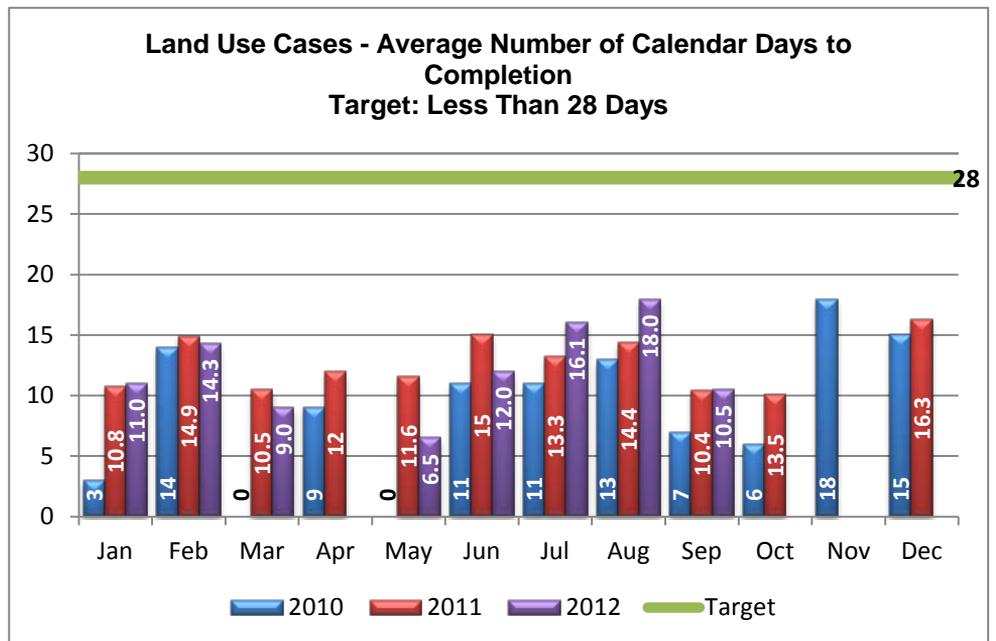
Service Level Measures may be thought of as efficiency measures. A measure of the resources required to produce a certain outcome; these may or may not be associated with a goal or target.

Month	2010	2011	2012
January	0.0	14.6	1.0
February	5.0	16.3	0.0
March	12.0	17.6	8.0
April	0.0	16.3	15.3
May	16.0	19.8	16.3
June	7.0	14.2	11.9
July	11.0	12.6	18.1
August	17.0	8.3	14.0
September	8.0	12.0	16.3
October	7.0	15.8	-
November	15.0	25.5	-
December	11.0	16.1	-



Notes: Construction Reviews are when the Engineering Division reviews the construction documents and construction site of a submitted project to ensure the project is in general conformance with City and County regulations and construction standards.

Month	2010	2011	2012
January	3	10.8	11.0
February	14	14.9	14.3
March	0	10.5	9.0
April	9	12.0	0.0
May	0	11.6	6.5
June	11	15.0	12.0
July	11	13.3	16.1
August	13	14.4	18.0
September	7	10.4	10.5
October	6	10.1	-
November	18	-	-
December	15	16.3	-

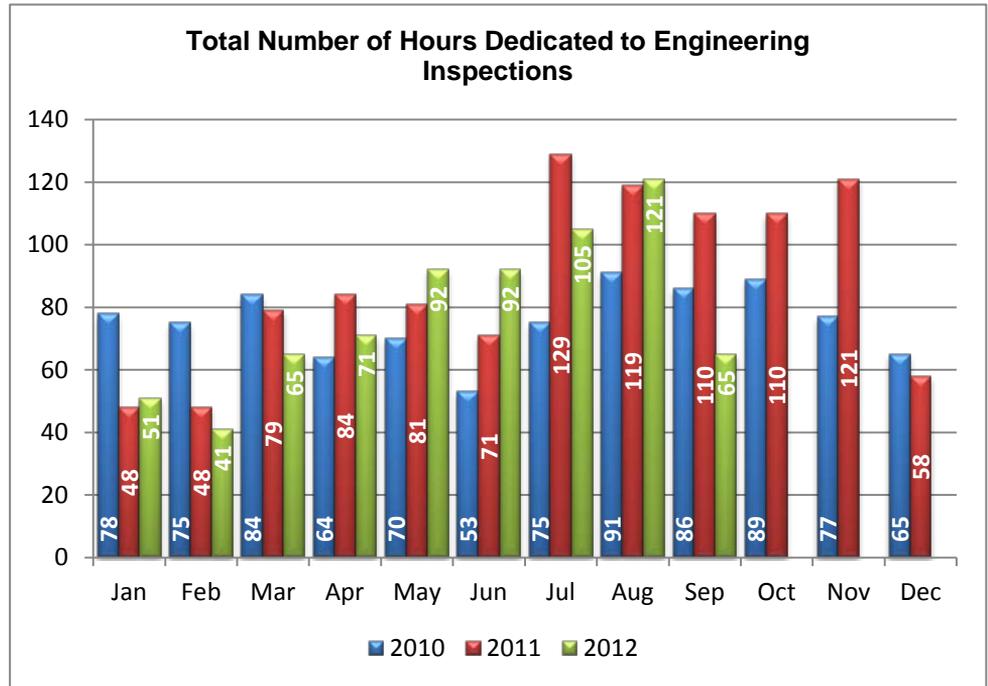


Notes: Land use cases continue to be completed well below target.

Output Measures

Performance Output Measures indicate the amount of service provided.

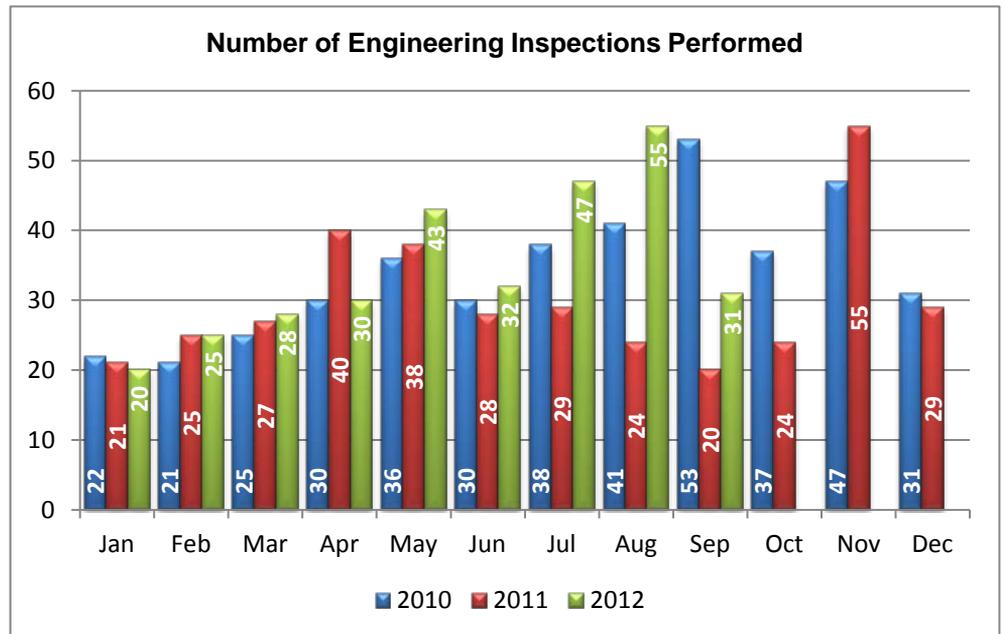
Month	2010	2011	2012
January	78	48	51
February	75	48	41
March	84	79	65
April	64	84	71
May	70	81	92
June	53	71	92
July	75	129	105
August	91	119	121
September	86	110	65
October	89	110	-
November	77	121	-
December	65	58	-
Total	907	1058	703



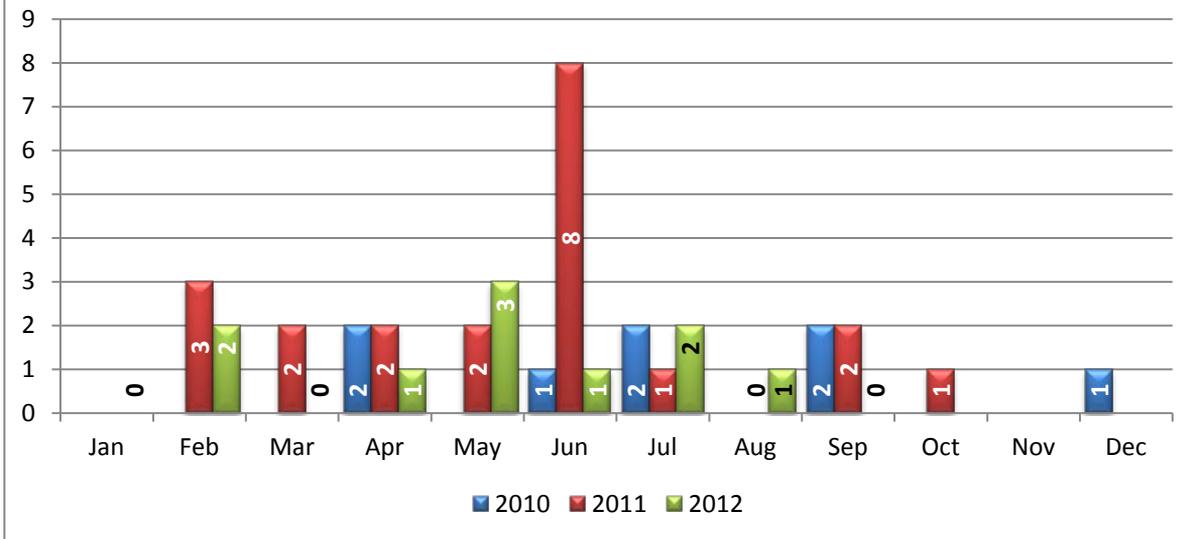
Notes: Year to date, the average monthly hours the Engineering Division spends on inspections for 2012 is 78.1 compared to 85.4 in 2011 and 65.6 in 2010.

The increase in hours in 2011 from July through November is the result of the Engineering Division performing inspections of Centennial Center Park.

Month	2010	2011	2012
January	22	21	20
February	21	25	25
March	25	27	28
April	30	40	30
May	36	38	43
June	30	28	32
July	38	29	47
August	41	24	55
September	53	20	31
October	37	24	-
November	47	55	-
December	31	29	-
Total	411	360	311

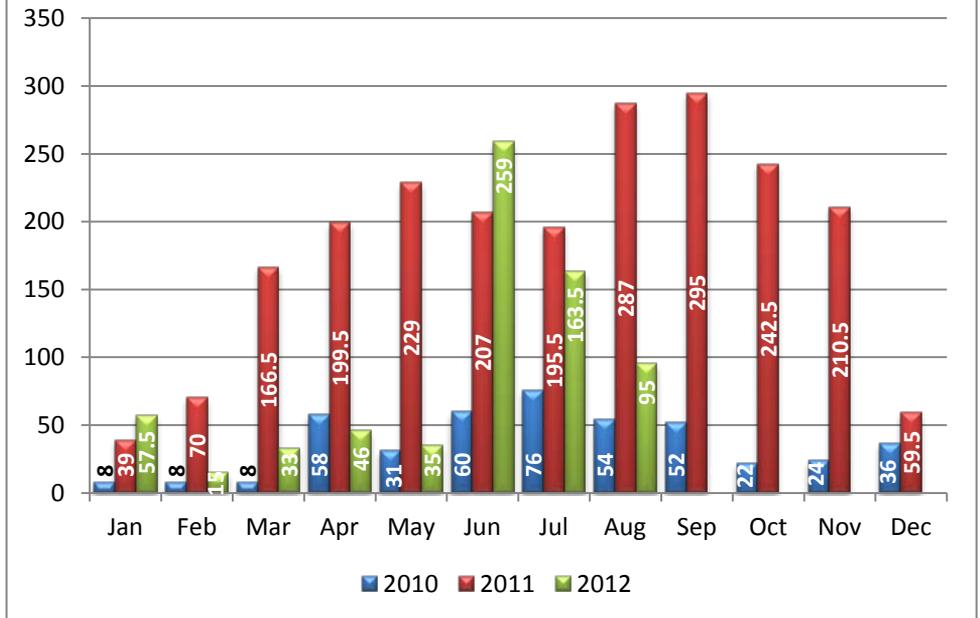


Number of Public Improvement Agreement Permits Issued

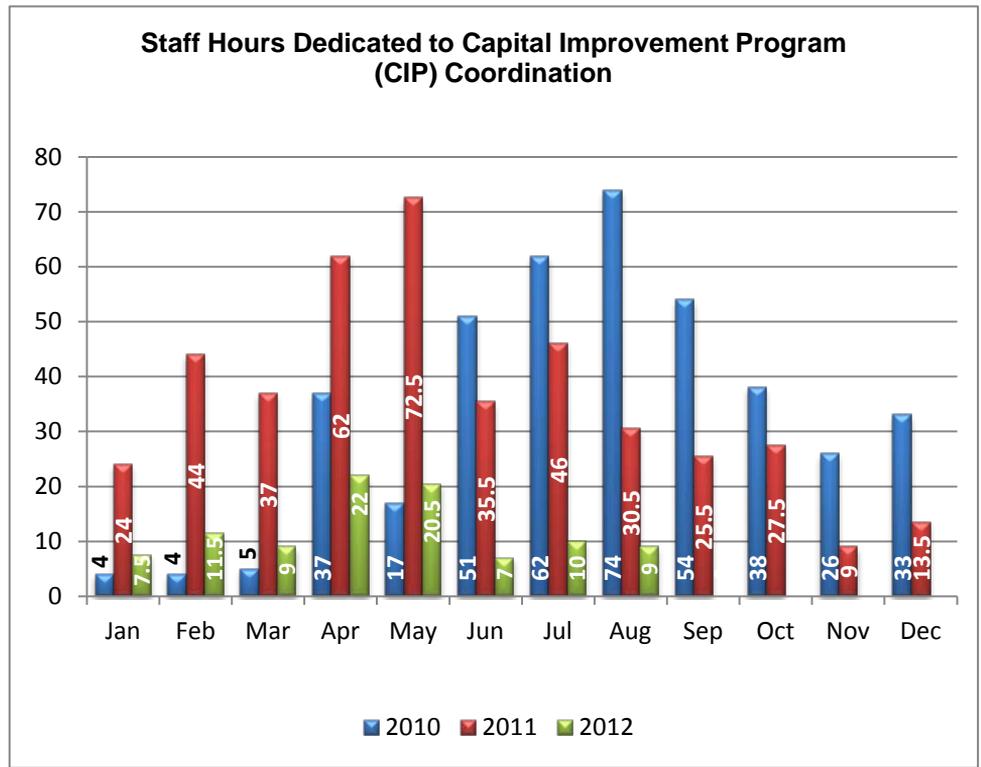


Staff Hours Dedicated to Capital Improvement Open Space / Conservation Trust Fund Project

Month	2010	2011	2012
January	8	39	57.5
February	8	70	15.0
March	8	166.5	33.0
April	58	199.5	46.0
May	31	229	35.0
June	60	207	259.0
July	76	195.5	163.5
August	54	287	95.0
September	52	295	-
October	22	242.5	-
November	24	210.5	-
December	36	59.5	-
Total	437	2201	704



Month	2010	2011	2012
January	4	24	7.5
February	4	44	11.5
March	5	37	9.0
April	37	62	22.0
May	17	72.5	20.5
June	51	35.5	7.0
July	62	46	10.0
August	74	30.5	9.0
September	54	25.5	-
October	38	27.5	-
November	26	9	-
December	33	13.5	-
Total	405	427	96.5



Notes: 9 hours were spent on CIP Management.

Month	2010	2011	2012
January	13	11.5	17
February	13	6.5	14
March	12	12.5	39
April	40	2	16
May	28	8	36.5
June	47	14.5	19.5
July	65	14.5	7.5
August	40	16.5	4.0
September	17	18.5	-
October	31	25	-
November	10	24	-
December	6	10	-
Total	322	163.5	153.5

