



**City of Centennial**  
**Public Works Department**  
**Operations and Traffic Engineering**  
**Monthly Report - December 2009**

## ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,365.
- [Work Requests](#) – The total number of work requests received were 1,749.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed 100% in compliance, and the Call Center compliance metric was 92%.
- [Right-Of-Way Permits](#) – There were 35 permits issued in December compared to 75 in 2008.
- [Traffic Maintenance](#) – 24 signs were installed and 191 were replaced for the month of December.
- [Pavement Maintenance](#) – The crews continue to address pothole patching.
- [Concrete Replacement](#) – The program will resume in 2010.
- [Street Sweeping and Shoulder Maintenance](#) – Sweeping was performed between snowstorms.
- [Performance Measures](#)
- [Fuel Inventory](#) – [Unleaded Fuel Usage](#) and [Diesel Fuel Usage](#)
- [Snow Material Inventory](#)

## REVENUE

The December right-of-way permit revenue is \$16,004 and the YTD average is \$31,905.

## PUBLIC WORKS MAJOR ACTIVITIES

*American Public Works Association (APWA) Colorado Chapter Awards* - The City's Customer Service Call Center was selected to receive an award by the APWA Colorado Chapter in the Public Works Administration Category. The Call Center, with its associated work request system, was recognized as a valuable tool for citizens interacting with the City. Our Customer Service Center is somewhat unique in that it provides a single telephone number to call for service or information and virtually 100% resolution of issues through innovative customer care protocol. The system assures that citizen calls have been documented and the issues will be addressed and resolved in a timely manner.

*Snow Management* – During the month of December, three snow storms struck Centennial with more than eleven (11.3) inches of snow being reported in total. The storms lasted from 2-5 days with temperatures ranging from below freezing to the low forties. In total, the crews plowed 21,744 miles, using approximately 1,806 tons of granular material.

*Signal Pole Nondestructive Testing* - Traffic Engineering Services (TES) completed signal pole repairs identified in the Non-Destructive Testing contract. Specifically, TES coordinated weld repairs via a signal maintenance contractor on signal poles at 4 locations - Dry Creek/Chester, Quebec/Poplar, Smoky Hill/Danube and Yosemite/Briarwood. In addition, TES processed purchase orders for new signal poles at Dry Creek/Chester, Quebec/Otero-Mineral and Orchard/Clarkson, with delivery anticipated in March, 2010.

*Havana Street Pavement Striping* - Traffic Engineering Services coordinated the completion of some traffic signal modifications the re-striping of Havana Street at Easter Avenue to provide a dedicated right turn lane for northbound Havana to eastbound Easter. This will significantly reduce vehicle delays, improve traffic operations at this intersection and improve east/west mobility in this increasingly congested area of the City.

## A LOOK AHEAD

- Traffic Engineer Services (TES) will assist with the development of a sign inspection and maintenance program for the City.
- Conduct a review of the NTMP policy and develop recommendations to improve the program for City Council consideration at the February 1 Study Session.
- Continue TES efforts on the signal re-timing project for Arapahoe Road, Parker Road to Liverpool Street.
- Coordinate the approval of the signing and striping plan for Clarkson St, Arapahoe Rd to Dry Creek Rd, to address traffic issues.
- Field Services will be addressing pothole issues throughout the City.
- Crews will perform snow management activities when needed.
- Field Services will be working on the sign replacement program this month.

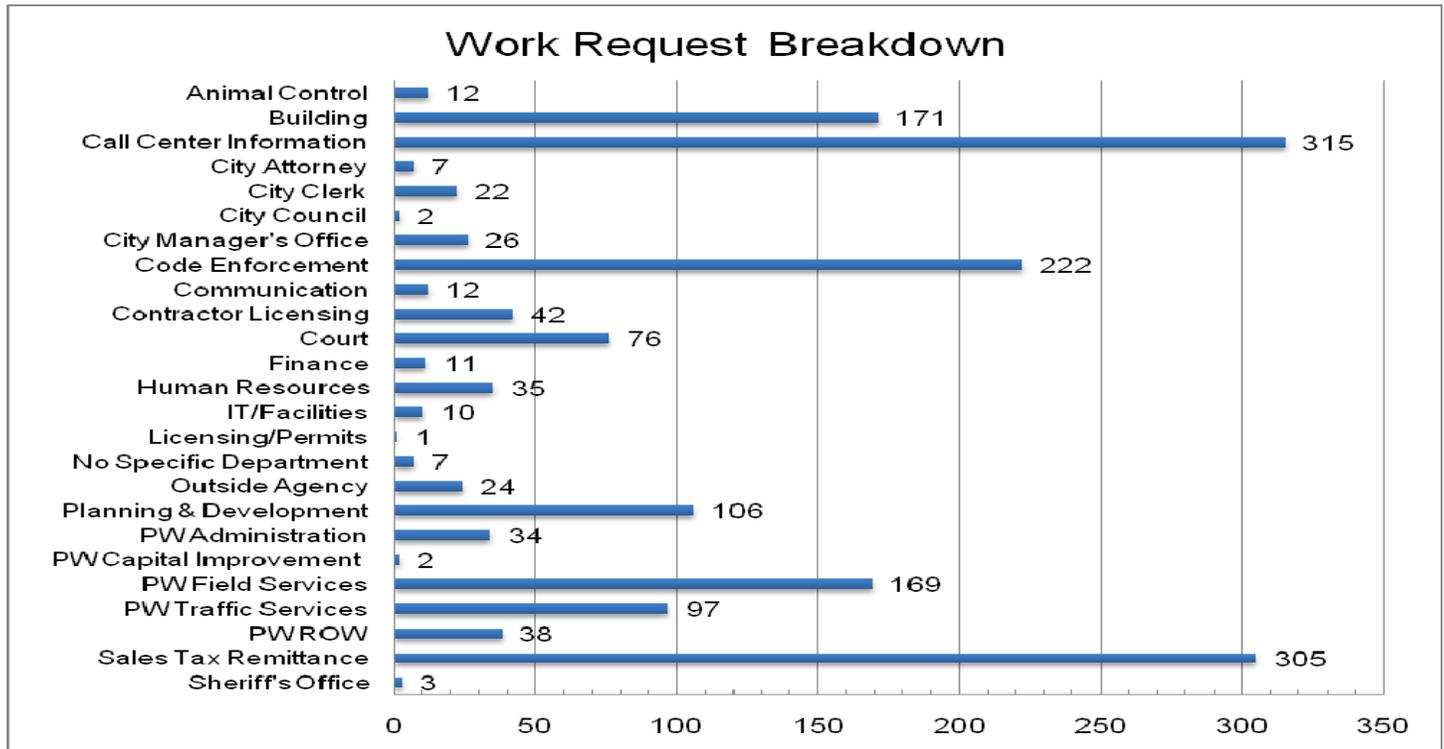
## Call Center

In December, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,365, which includes web requests. In total, 49 calls were routed to the answering service during and after business hours. Overall, for the month of December, the Call Center had a 92% compliance metric of answering phone calls within 120 seconds.

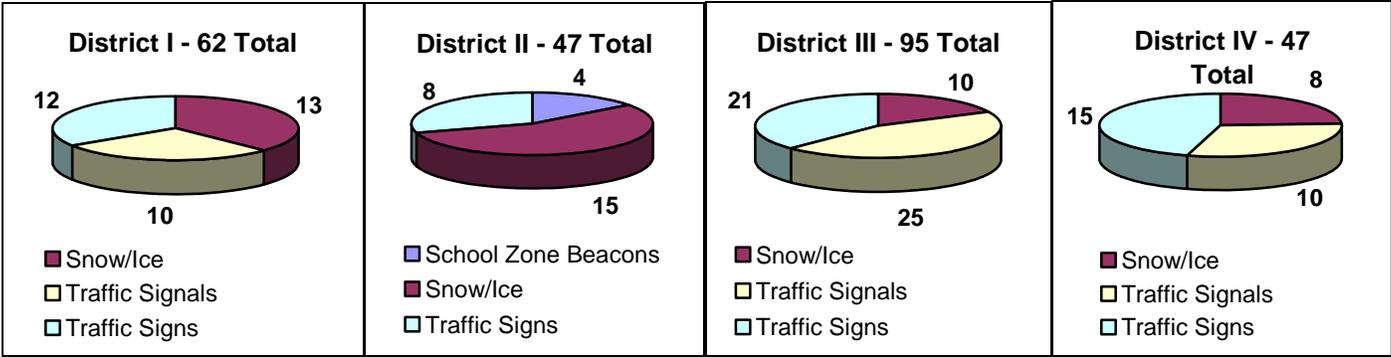
December 2009	Week 1	Week 2	Week 3	Week 4	Week 5	MTD
	Dec 1-4	Dec 5-11	Dec 12-18	Dec 19-25	Dec 26-31	Total
Web Requests	5	2	6	6	7	26
Total Calls Handled by the Call Center	321	300	324	168	226	1,339
Total Metric for Call Center	326	302	330	174	233	1,365
Total Calls Rolled Over to Answering Service During Business Hours	0	1	0	1	0	2
Total Calls Rolled over to Answering Service After Hours	5	8	5	23	6	47

## Work Request Breakdown

The work requests received by the City for the month of December were 1,749



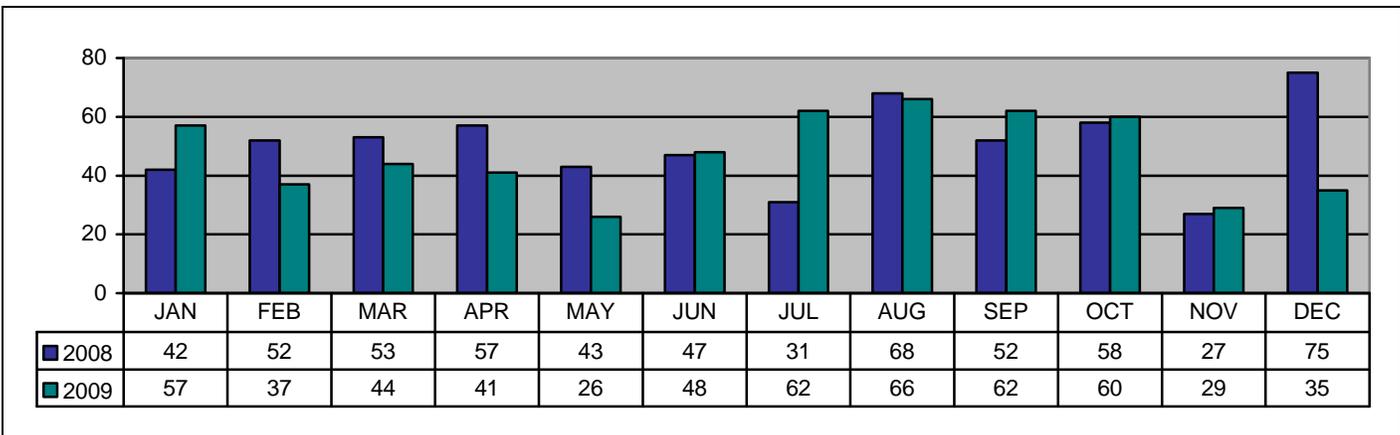
## Work Request by District and Top Three Issues



## Compliance Summary

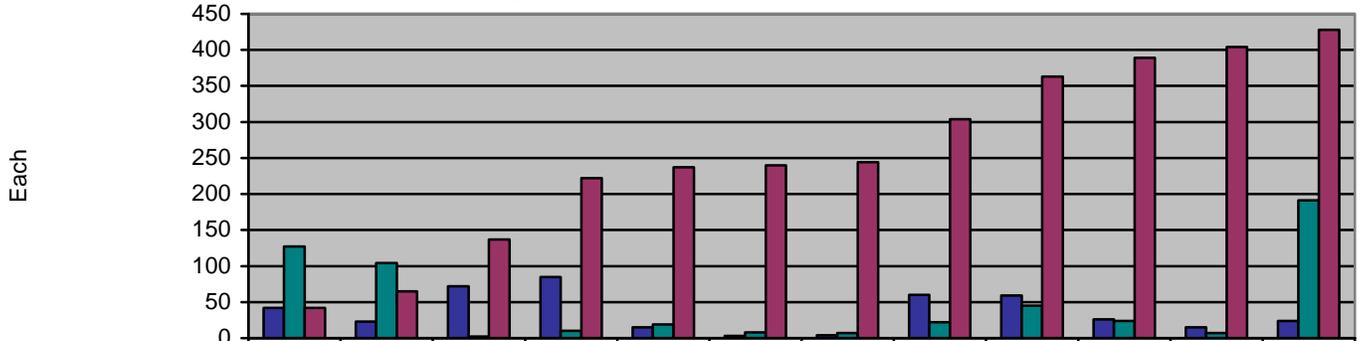
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	60	85%	60	100%	.28
2 - Important (Completed within 3 Business Days)	21	85%	21	100%	.90
3 - Standard (Completed within 10 Business Days)	3	85%	3	100%	1
4 - Preventative Maintenance (Scheduled Work)	218	N/A	N/A	N/A	N/A
<b>Grand Total</b>	<b>302</b>				
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard		Compliance %
	1,365		85%		92%

## Annual Comparative Right-Of-Way Permits



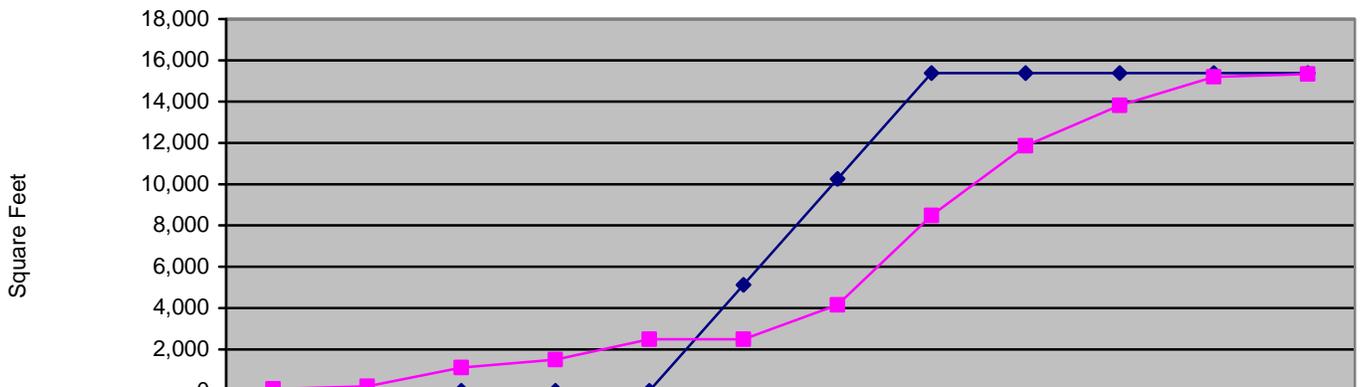
# Traffic Maintenance

## Sign Installation and Activities



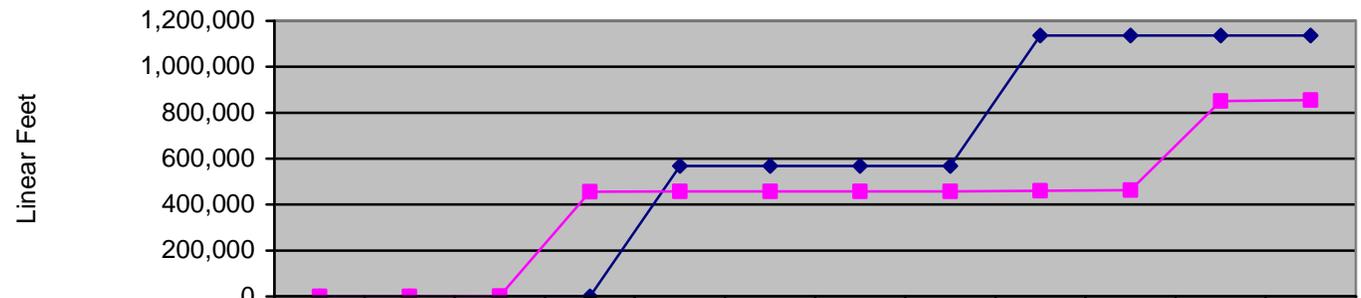
■ Installation	42	23	72	85	15	3	4	60	59	26	15	24
■ Replacement	127	104	2	10	19	8	7	22	45	24	7	191
■ Cumulative Installation	42	65	137	222	237	240	244	304	363	389	404	428

## Crosswalks/Stopbars



◆ Cumulative Planned	0	0	0	0	0	5,129	10,258	15,387	15,387	15,387	15,387	15,387
■ Cumulative Actual	96	210	1,128.00	1,502.36	2,496.36	2,496.36	4,153.36	8,489.36	11,856.36	13,809.86	15,204.86	15,332.86

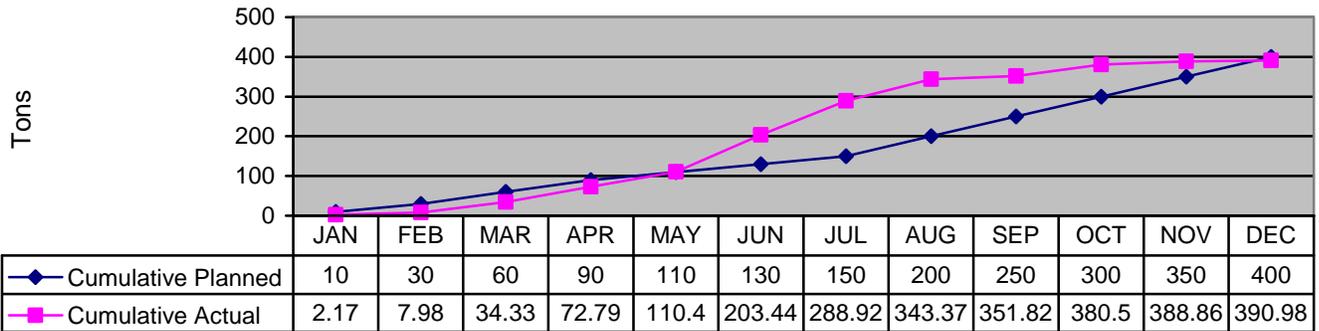
## Lane Striping



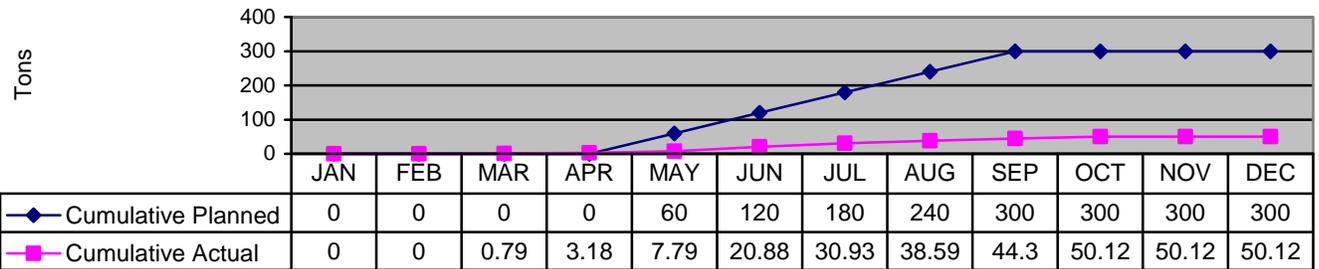
◆ Cumulative Planned	0	0	0	0	567,847	567,847	567,847	567,847	1,135,694	1,135,694	1,135,694	1,135,694
■ Cumulative Actual	0	0	1,400	456,088	457,785	457,785	457,785	457,785	459,410	462,396	851,496	854,324

# Pavement Maintenance

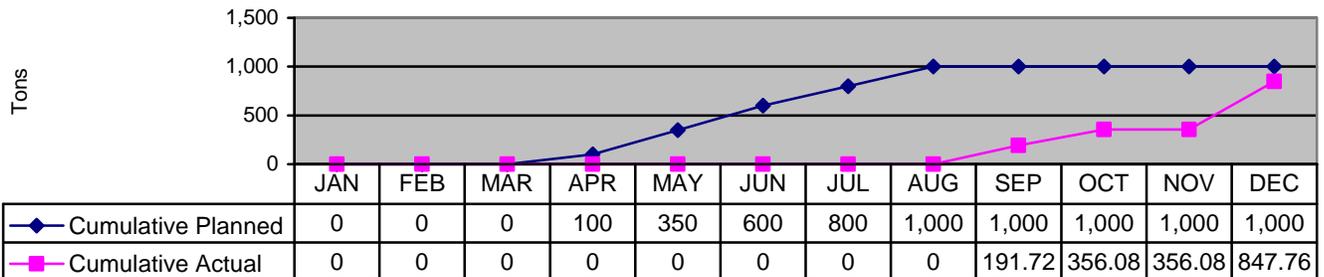
## Pothole Patching



## Patch Back

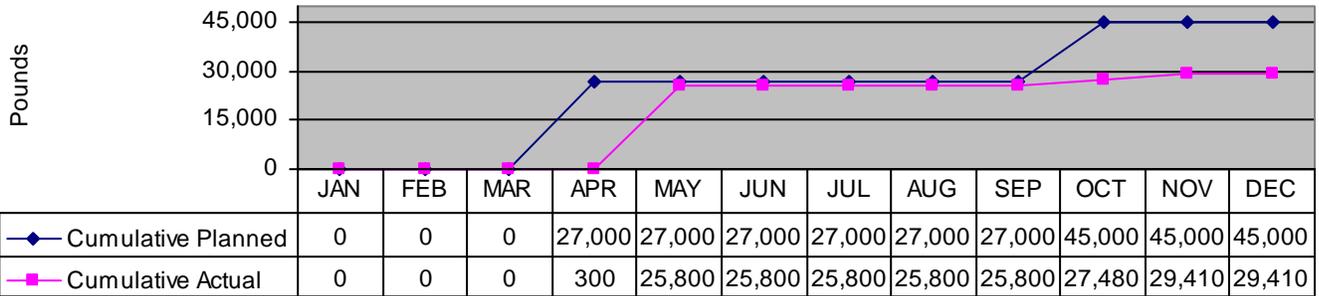


## Major Patching



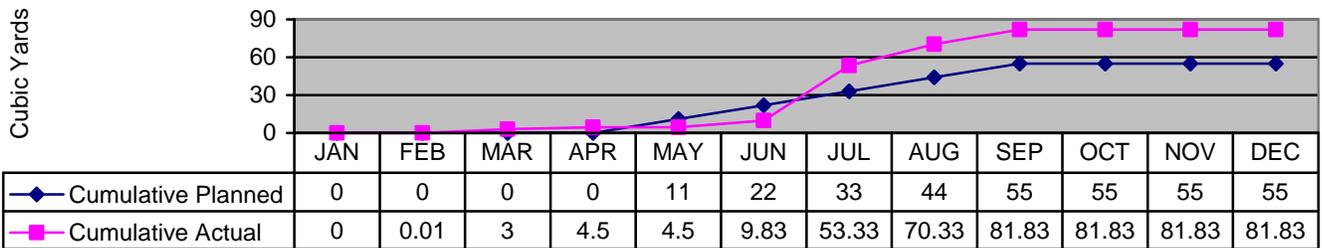
December quantity of 491.68 is the equivalent trade value for City directed additional services.

### Crack Seal

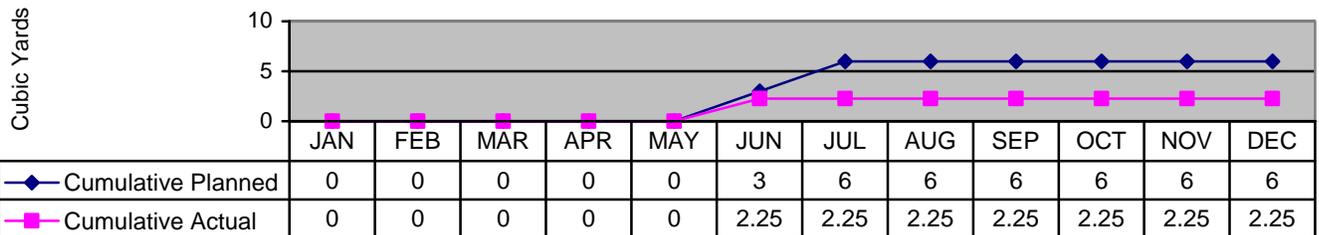


### Concrete Replacement

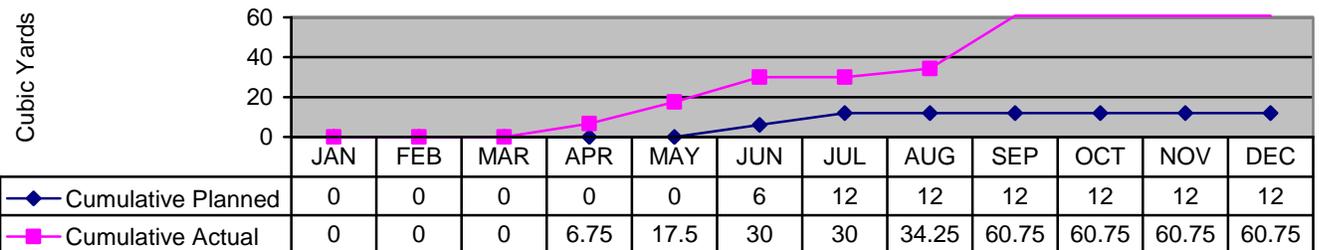
#### Sidewalk



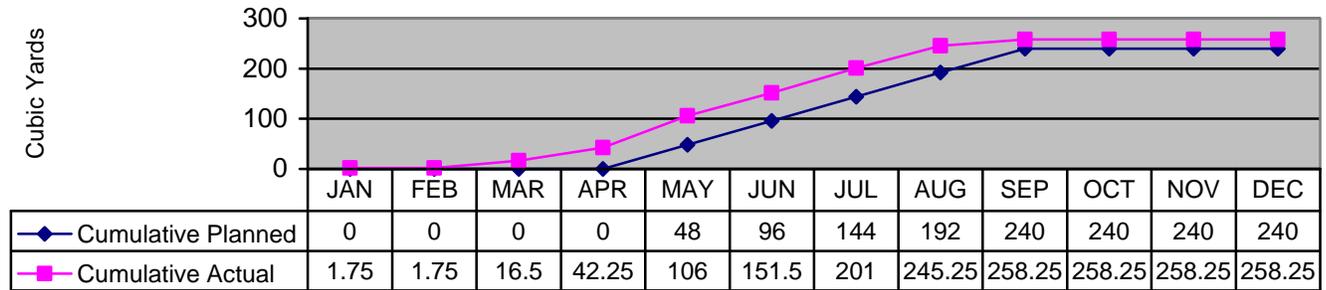
#### ADA Ramps



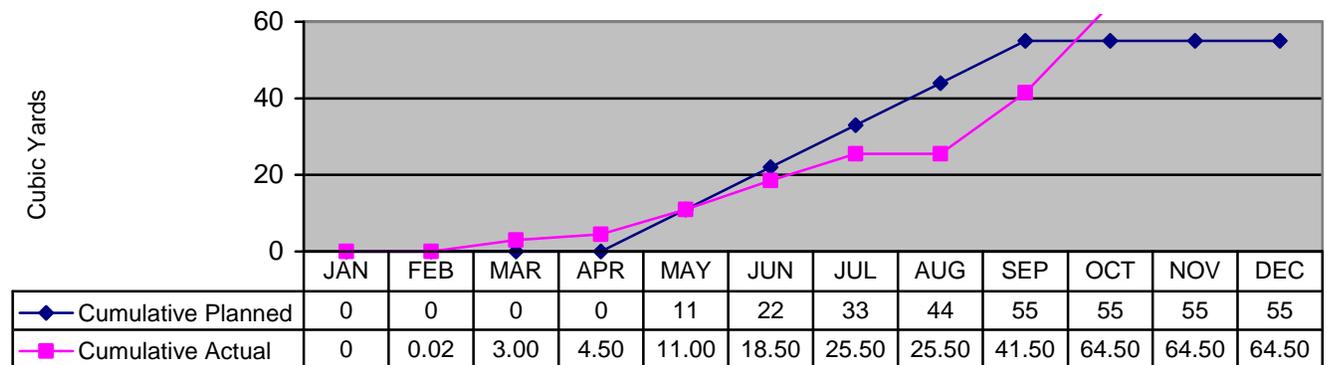
#### Crosspans and Aprons



### Curb, Gutter and Sidewalk Combination

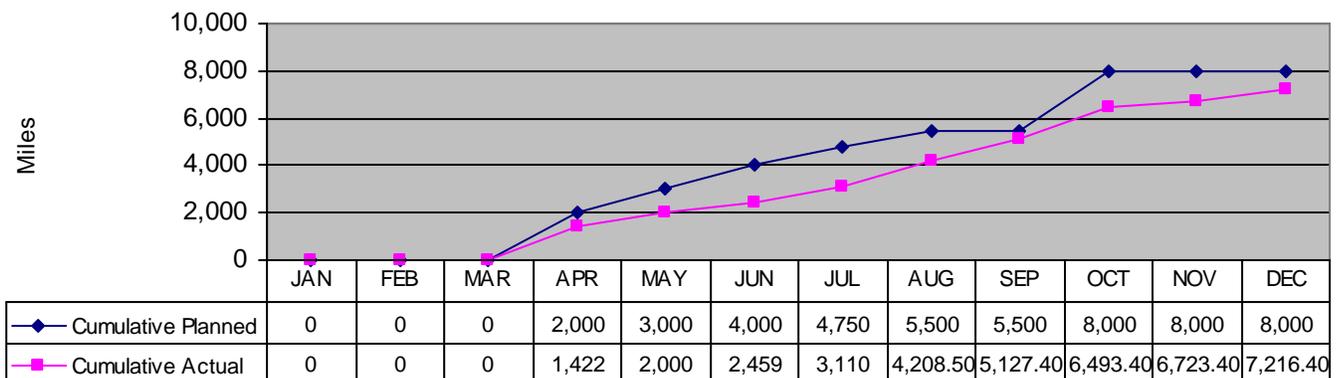


### Curb and Gutter

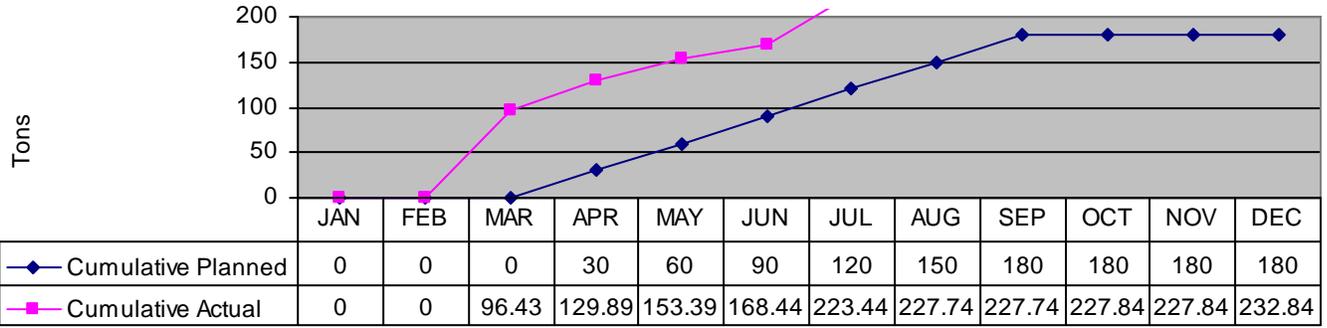


### Street Sweeping and Shoulder Maintenance

#### Street Sweeping

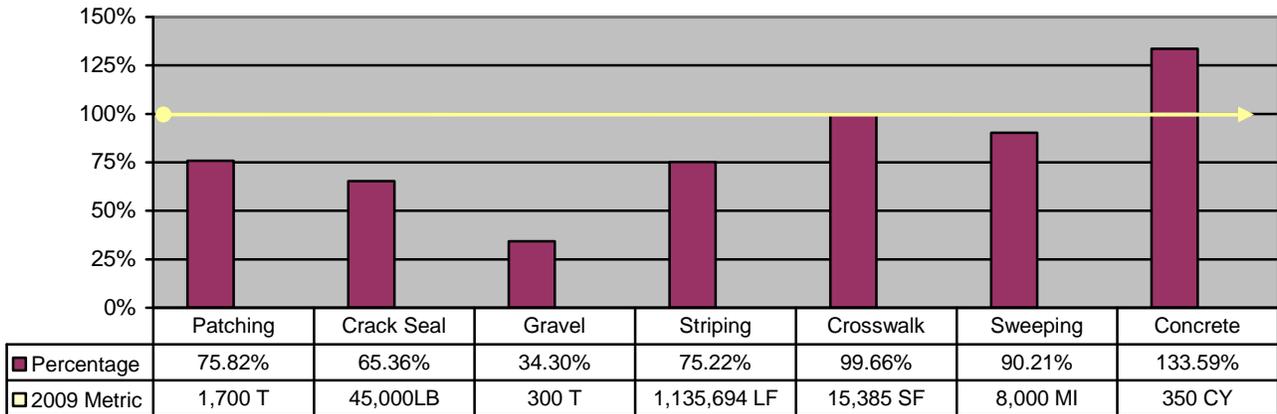


### Gravel Maintenance



### Performance Measures

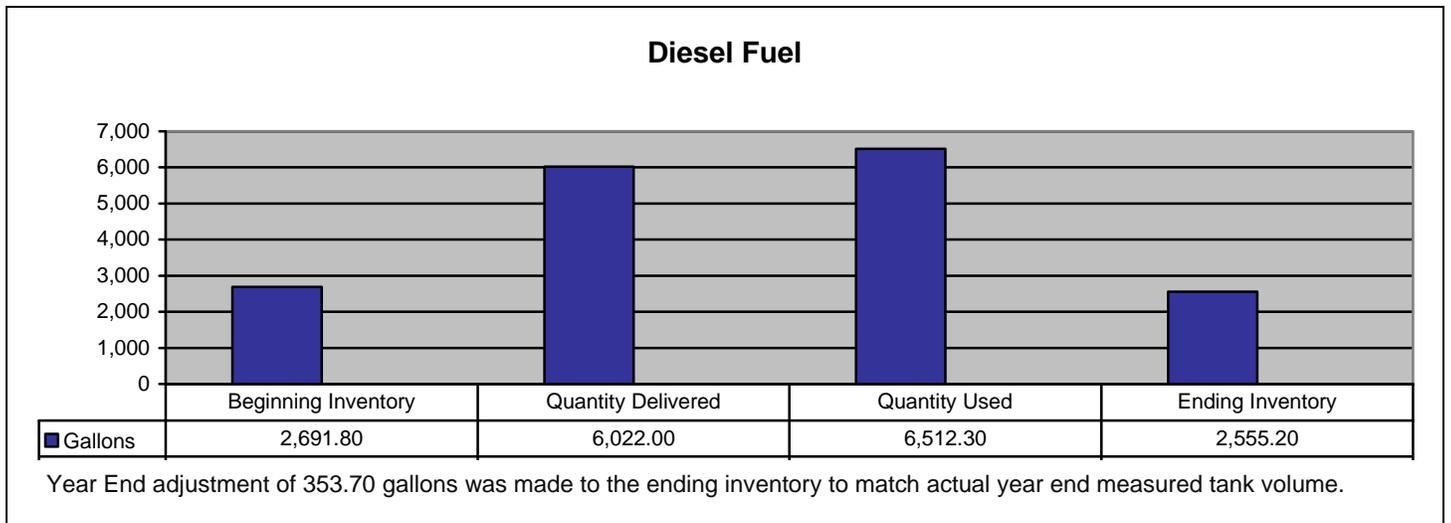
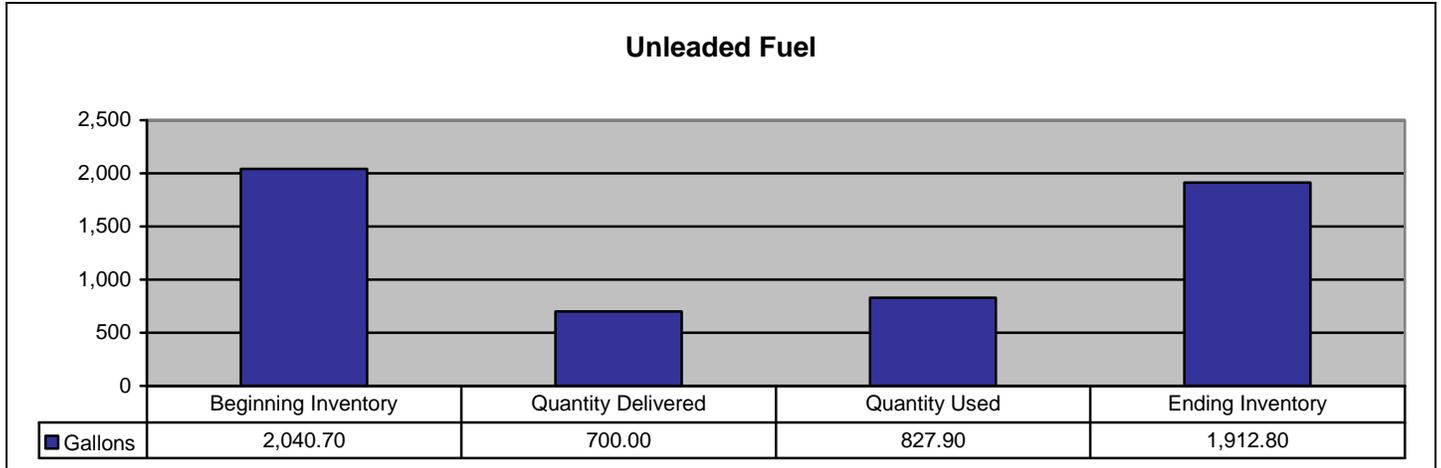
#### 2009 Percentage of Metric Met



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

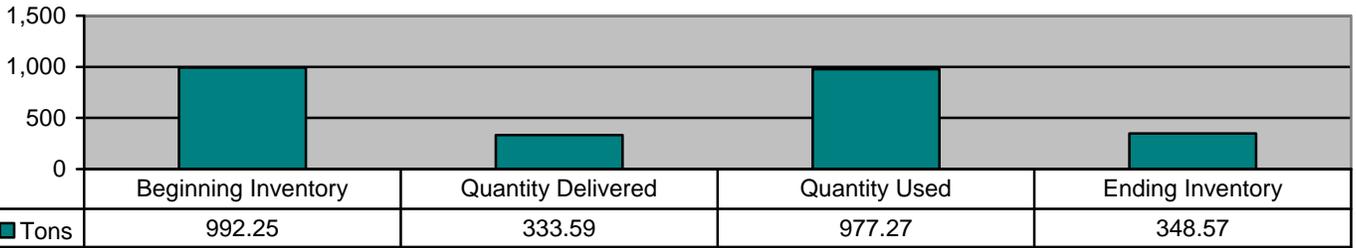
## Fuel Inventory

Fuel volume will change approximately .5% for every 10 degrees Fahrenheit change in fuel temperature.

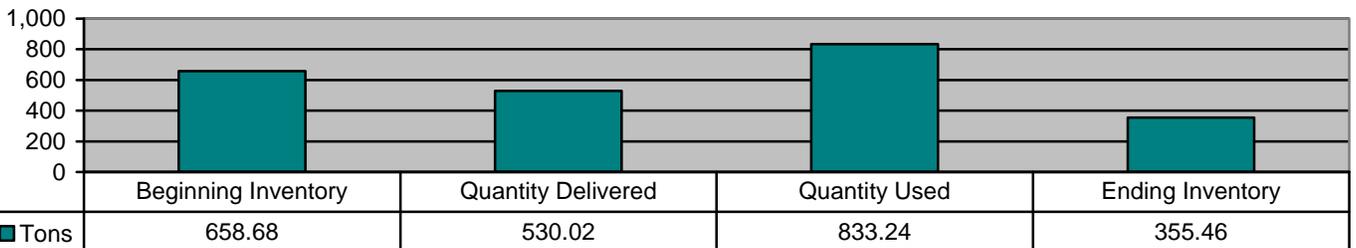


# Snow Material Inventory

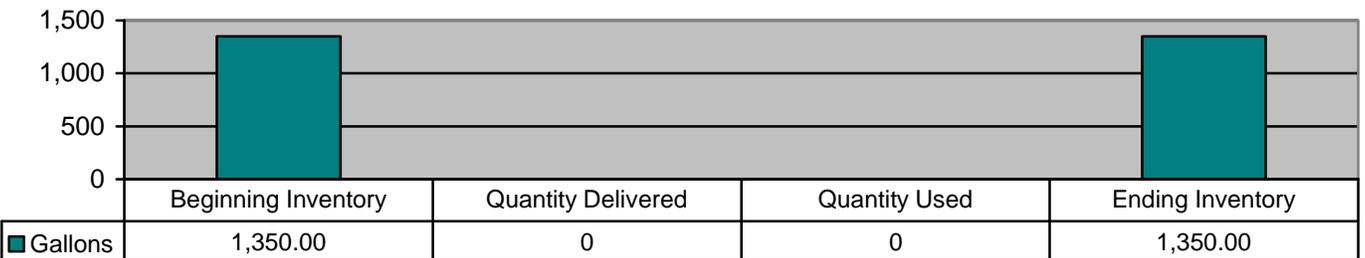
## Rock Salt



## Ice Slicer



## Liquid Deicer



## Anti Skid

