



**Public Works Department  
Operations and Traffic Engineering  
Monthly Report – December 2011**

## ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,389.
- [Work Requests](#) – The total number of work requests received were 1,626.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed with 93%-100% compliance.
- [Right-Of-Way Permits](#) – There were 22 permits issued in December.
- [Traffic Maintenance](#) – A total of 367 signs were installed and 920 signs have been ordered to be replaced for the month.
- [Pavement Maintenance](#) – December pothole patching required 1.48 tons of asphalt.
- [Concrete Replacement](#) - This activity is complete for the year.
- [Mowing, Debris, and Weed Control](#) – The mowing efforts are complete for the year.
- [Street Sweeping and Gravel Maintenance](#) – Sweeping efforts and gravel maintenance are complete for the year.
- [2011 Performance Measures](#)
- [Fuel Inventory](#) – Unleaded Fuel Usage and Diesel Fuel Usage
- [Snow Material Inventory](#)
- [City Budgets](#)

## REVENUE

The December right-of-way permit revenue, excluding pavement restoration fees, was \$12,765.

## PUBLIC WORKS MAJOR ACTIVITIES

Traffic Engineering Services (TES) finalized the signing inventory and signal maintenance for 2011.

TES prepared the 2011 year end quantities for NTMP, Signing, Striping and Signal Maintenance.

TES developed the 2012 quantities for striping and crosswalks.

Completed signal work at Dry Creek for the 2009 DRCOG Miscellaneous Equipment Purchase Program.

Conditions for the December 1st storm allowed for testing of anti-icing applications which distribute liquid materials on the streets in advance of the snowfall.

## A LOOK AHEAD

- Public Works crews will continue to perform maintenance on traffic signs.
- Public Works crews will continue to work on many projects and activities for Field Maintenance Operations to include Snow Removal efforts and pothole patching.
- TES will refine the 2012 Work Plan and schedule.
- Staff will compile applications and apply for Federal Hazard Elimination Program grants, initiate the Crosswalk and Striping Plans and Signal Warrant Study.

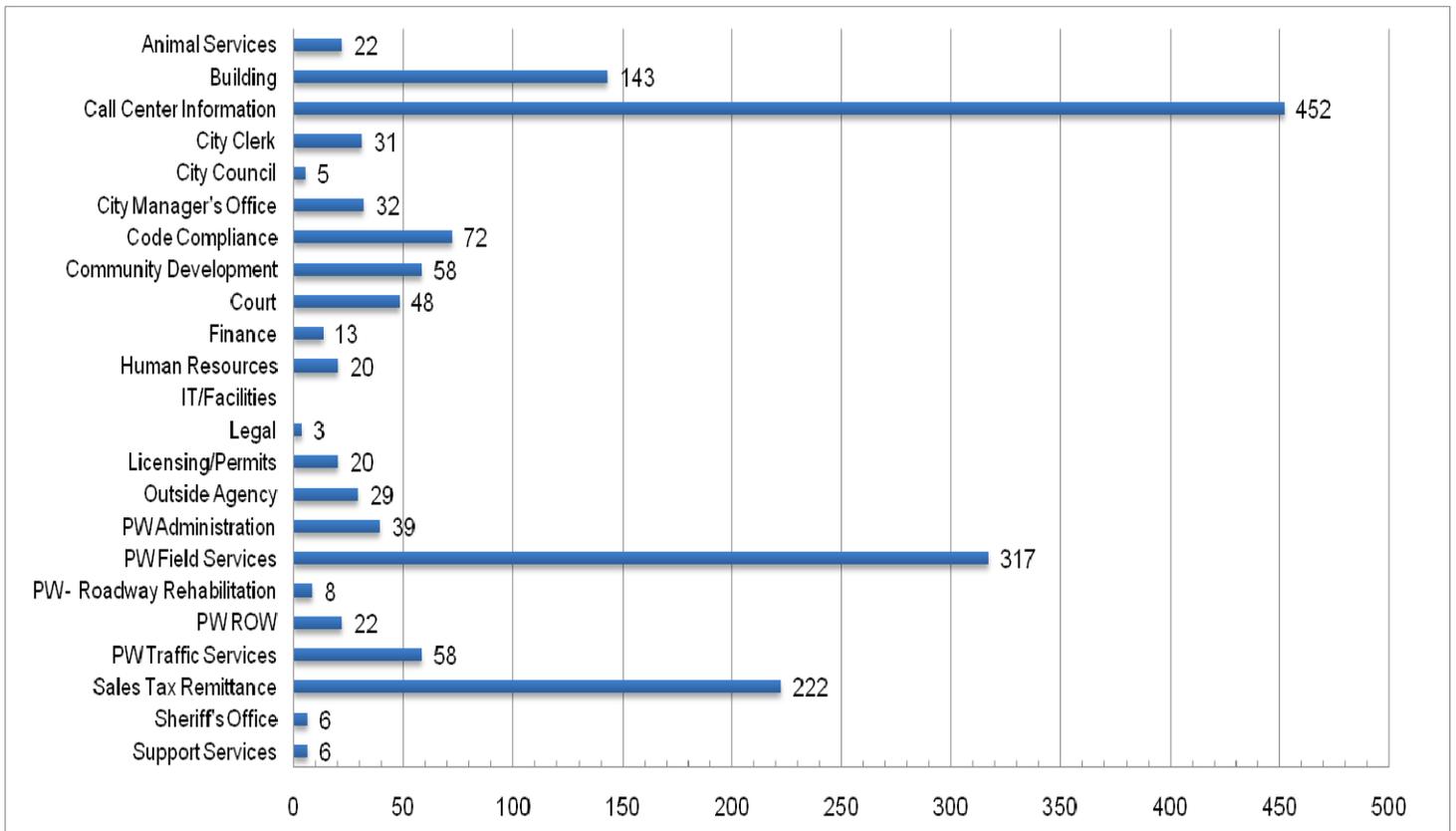
## Call Center

In December, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,389 which includes 56 web requests. Only 26 calls were routed to the answering service during business hours, and a total of 65 calls after business hours. Overall, for the month of December, the Call Center had a 92% compliance metric of answering phone calls within 120 seconds.

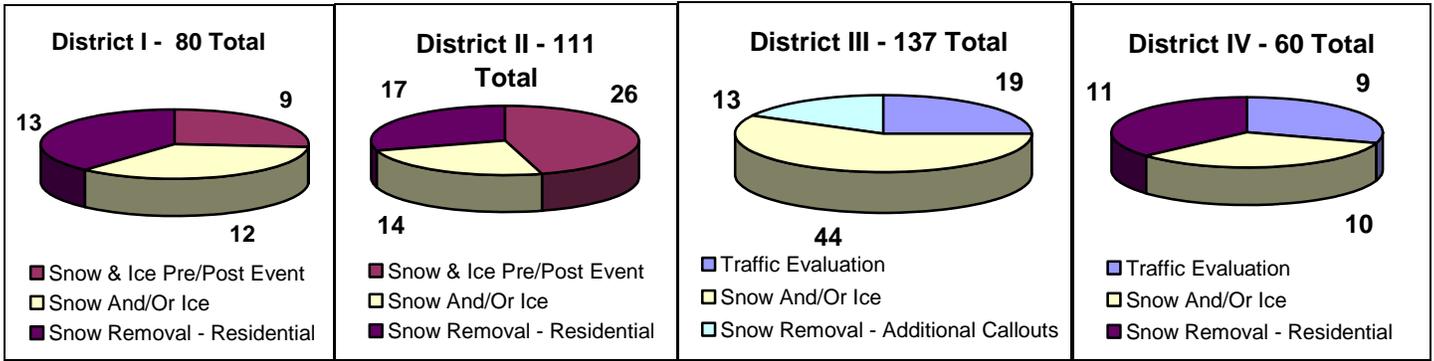
December 2011	Week 1	Week 2	Week 3	Week 4	MTD
	Dec 1-9	Dec 10-16	Dec 17-23	Dec 24-31	Total
Web Requests	15	10	21	10	56
Total Calls Handled by the Call Center	429	268	344	292	1,333
Total Metric for Call Center	444	278	365	302	1,389
Total Calls Rolled Over to Answering Service During Business Hours	5	8	8	5	26
Total Calls Rolled over to Answering Service After Hours	14	12	16	23	65

## Work Request Breakdown

The work requests received by the City for the month of December were 1,626.



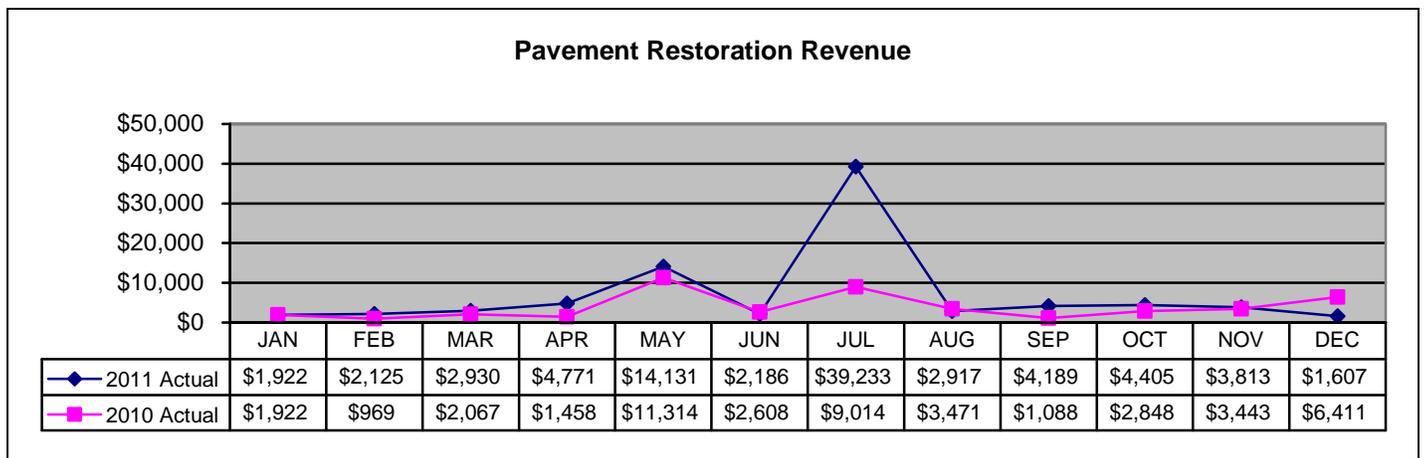
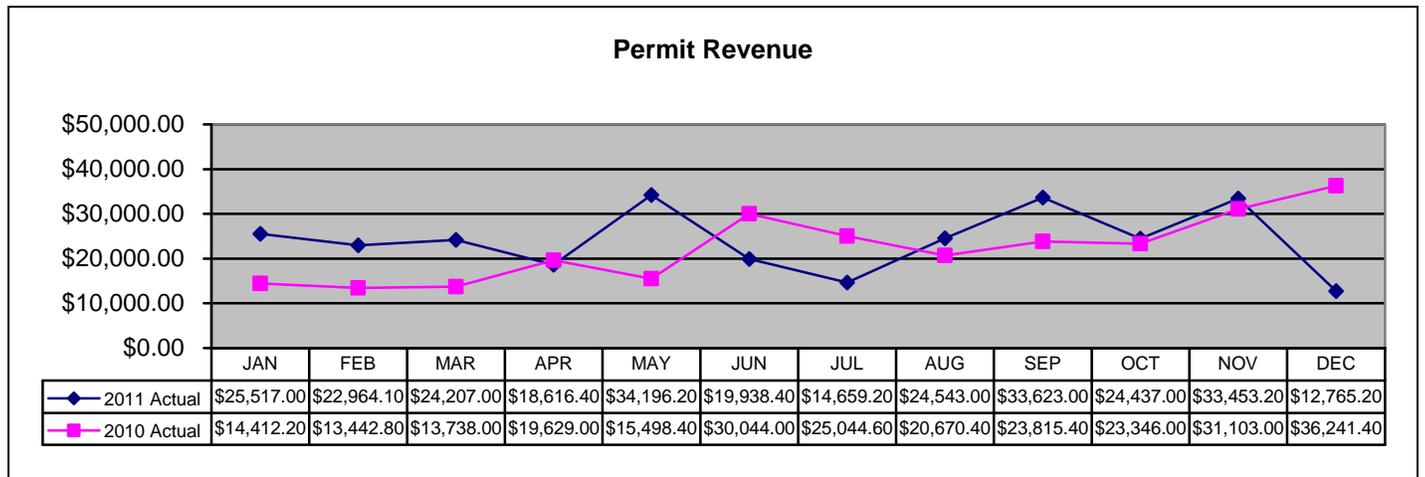
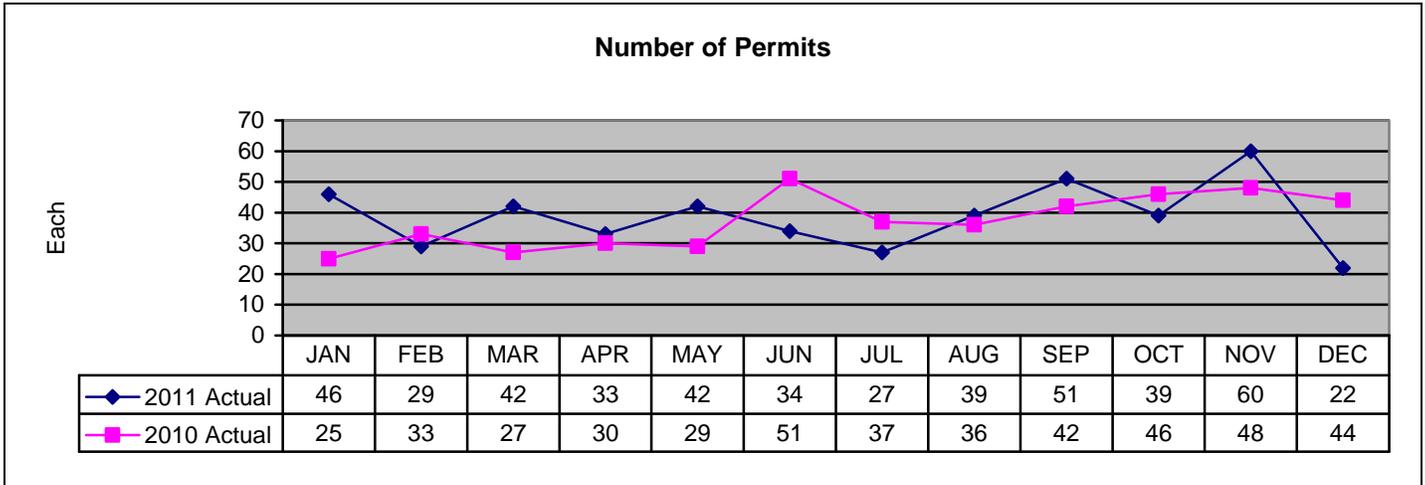
## Work Request by District and Top Issues



## Compliance Summary

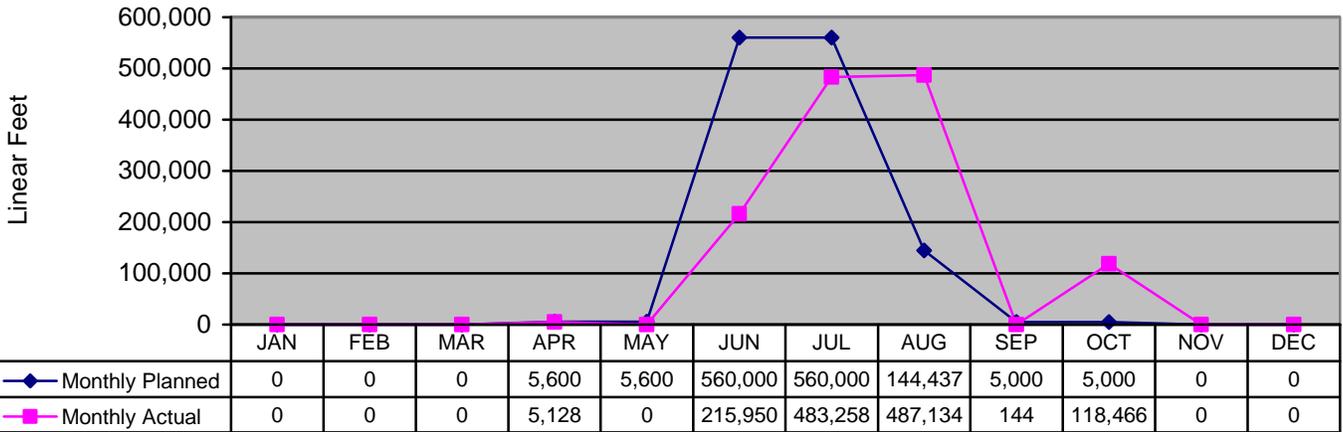
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	92	85%	92	100%	.28
2 - Important (Completed within 3 Business Days)	90	85%	84	93%	1.32
3 - Standard (Completed within 10 Business Days)	17	85%	16	94%	4
4 - Preventative Maintenance (Scheduled Work)	198	N/A	N/A	N/A	N/A
5 - Street Rehabilitation	8	N/A	N/A	N/A	N/A
<b>Grand Total</b>	<b>405</b>				
Call Center					
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled		Compliance Standard		Compliance %
	1,389		85%		92%

## Annual Comparative Right-Of-Way Permits

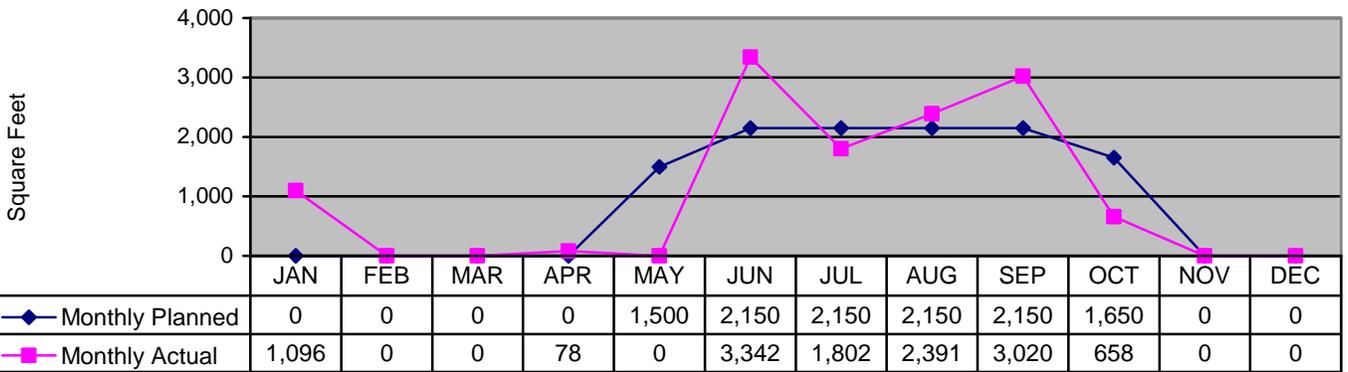


# Traffic Maintenance

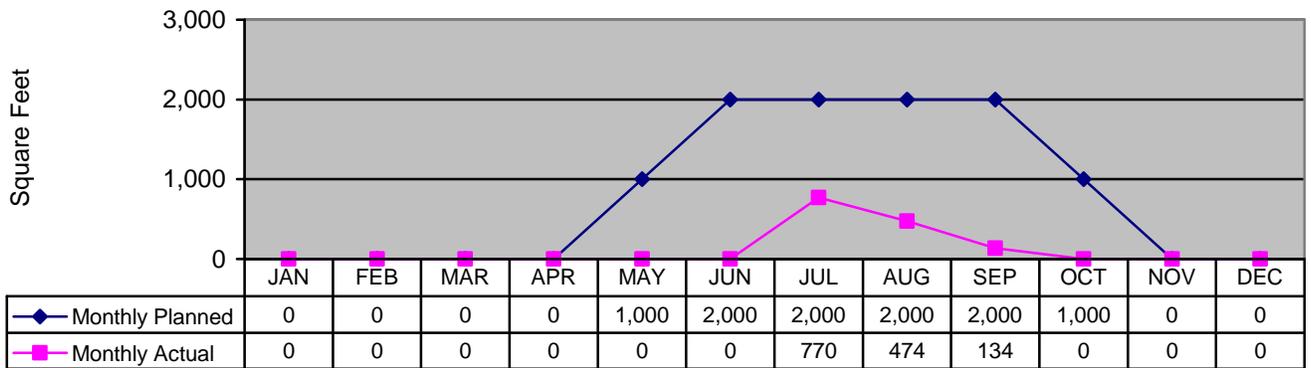
## Lane Striping



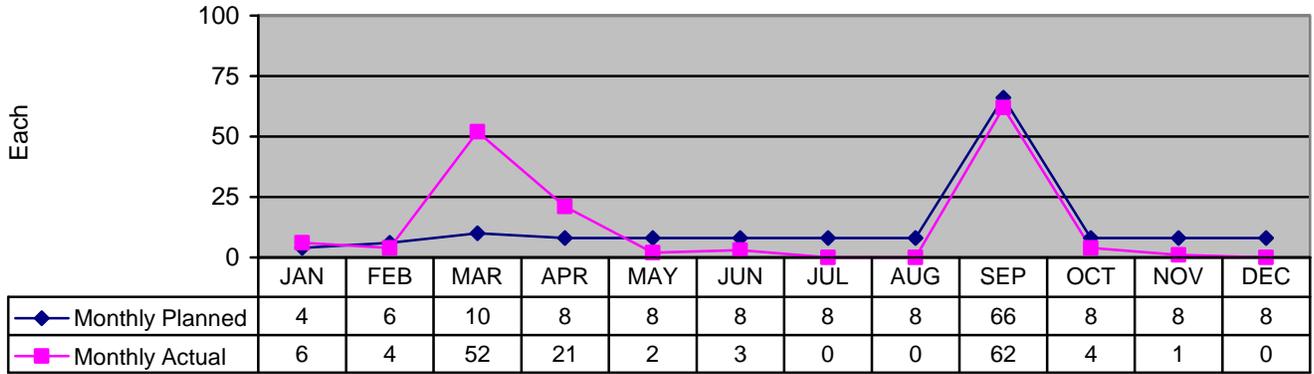
## Thermoplastic Crosswalks and Stopbars



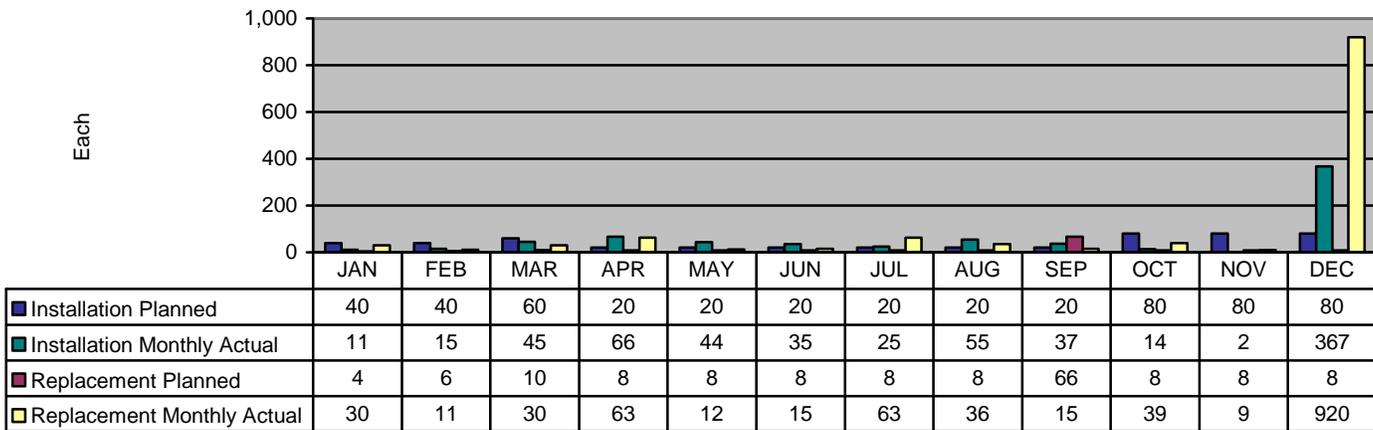
## Acrylic Paint Crosswalks and Stopbars



### Traffic Counts

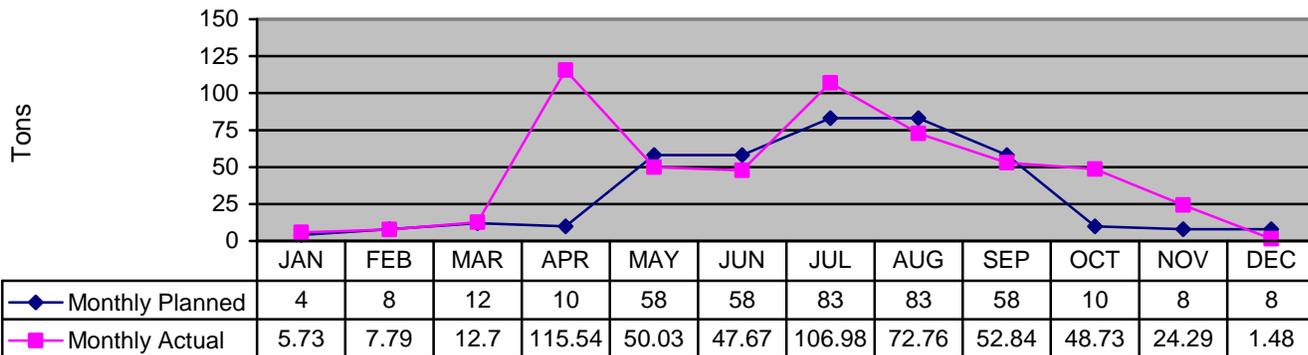


### Sign Installation and Replacement

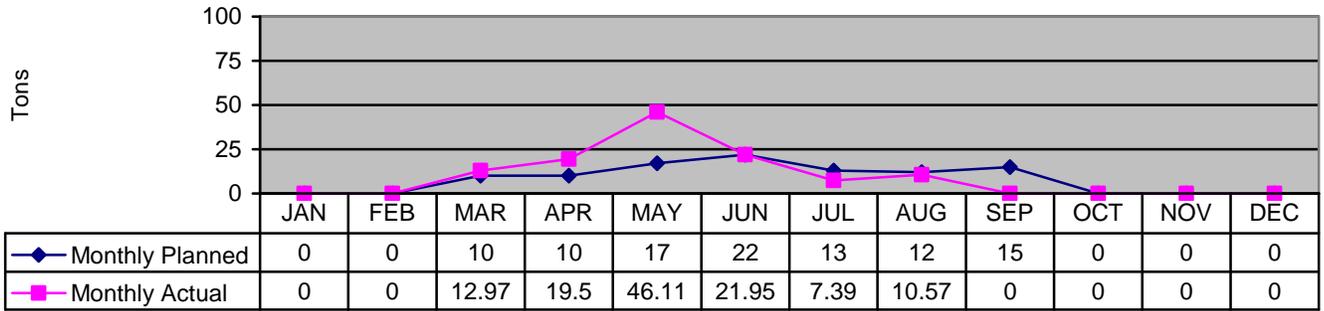


### Pavement Maintenance

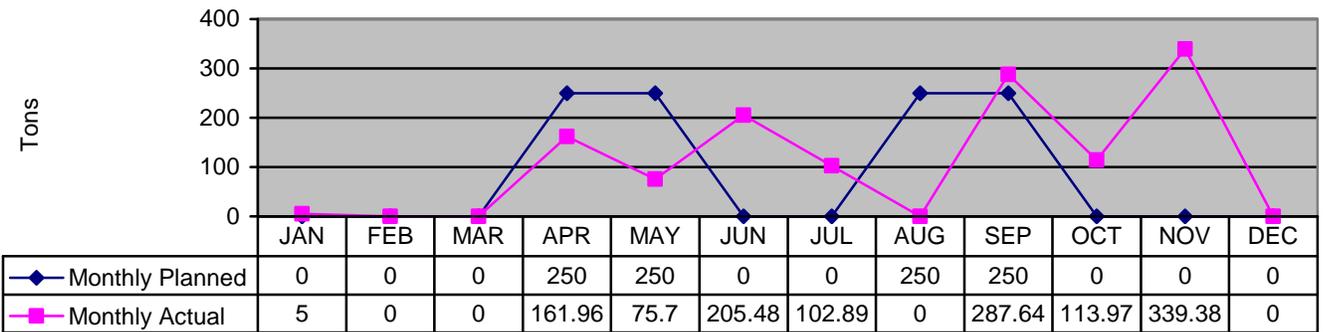
#### Pothole Patching



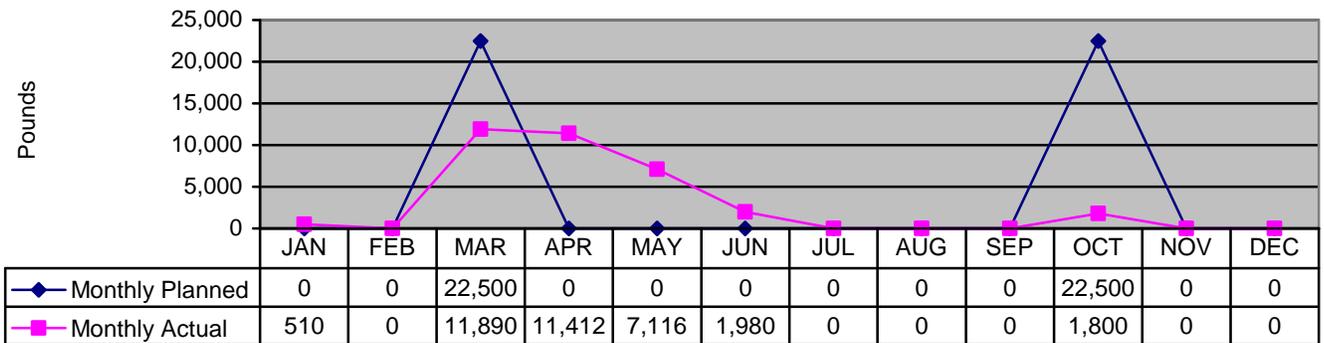
### Patch Back



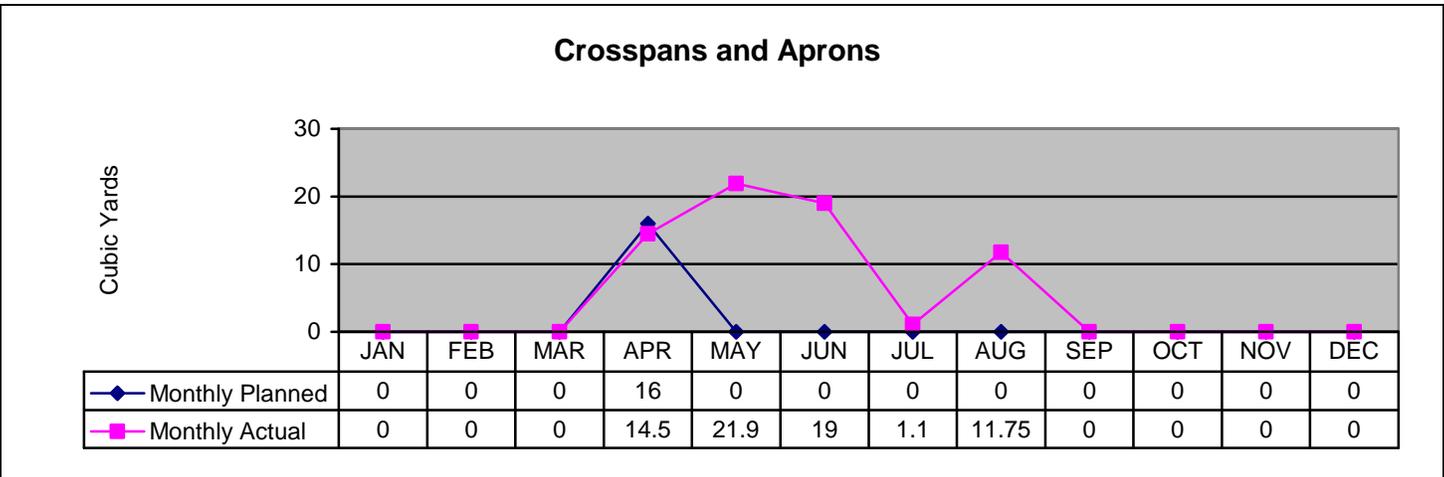
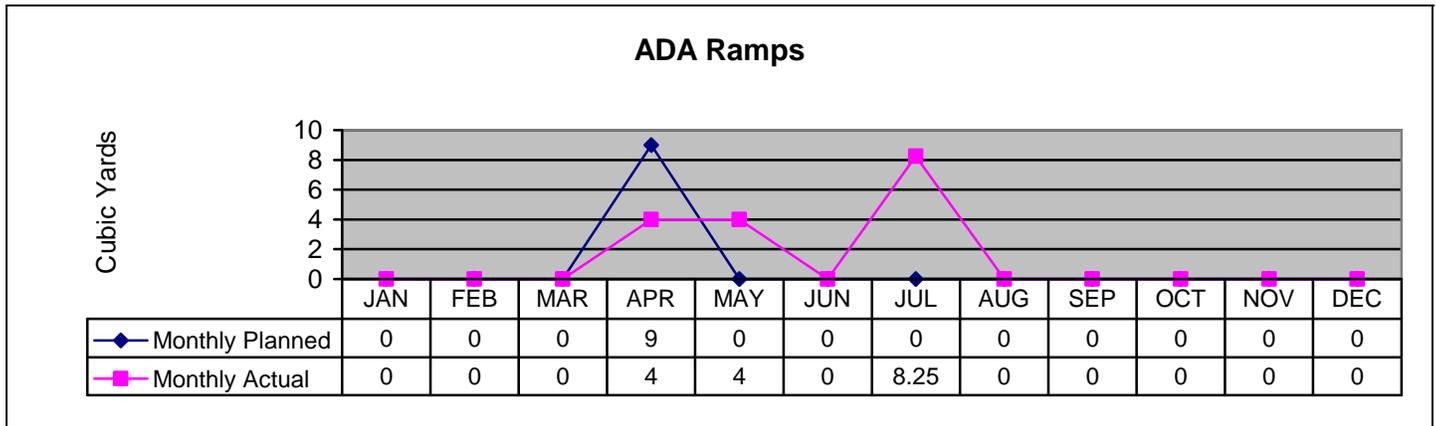
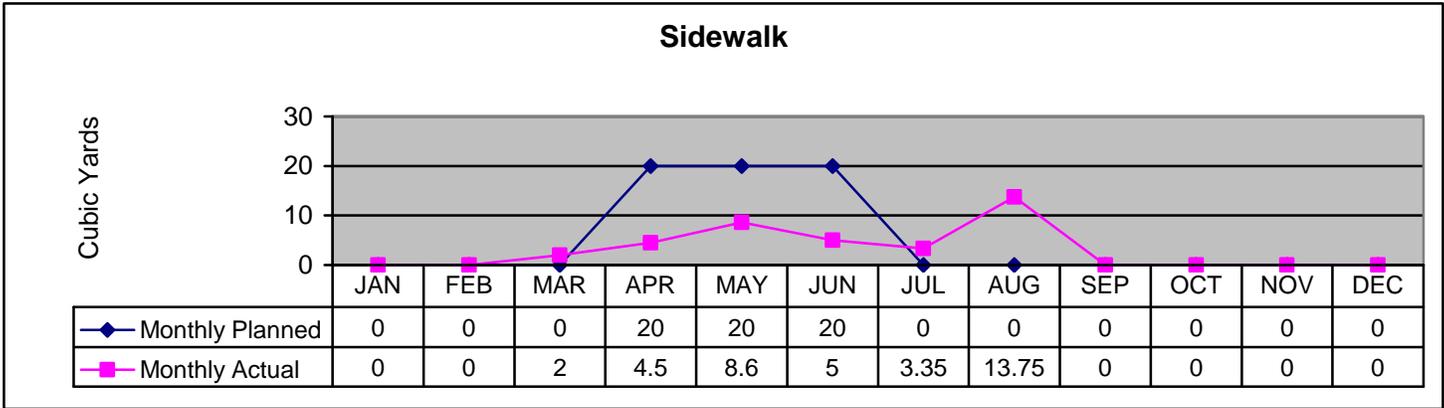
### Major Patching



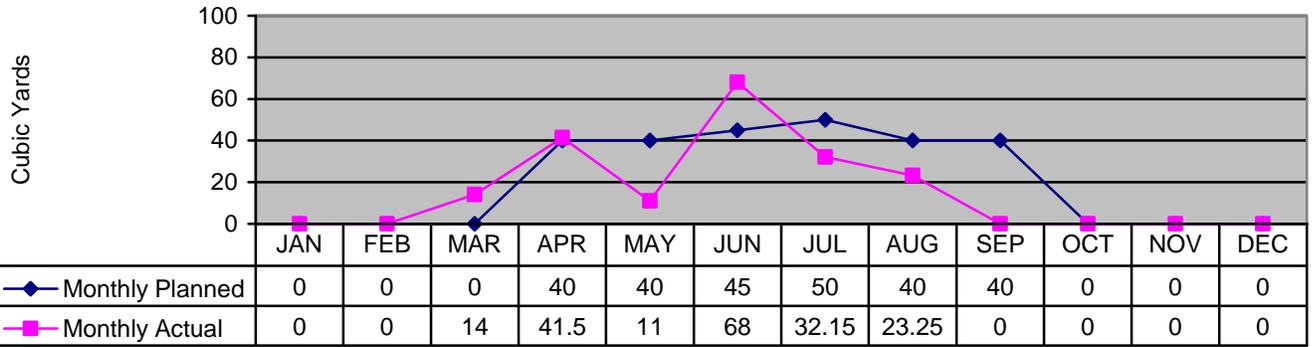
### Crack Seal



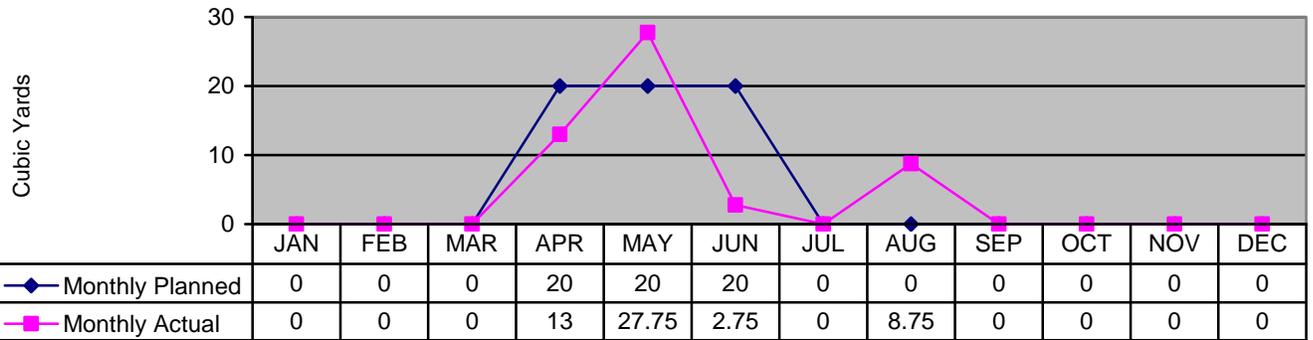
# Concrete Replacement



### Curb, Gutter and Sidewalk Combination

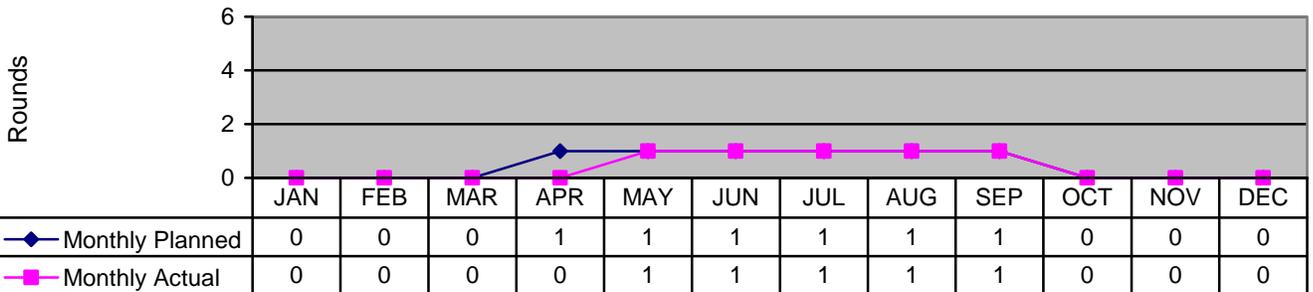


### Curb and Gutter

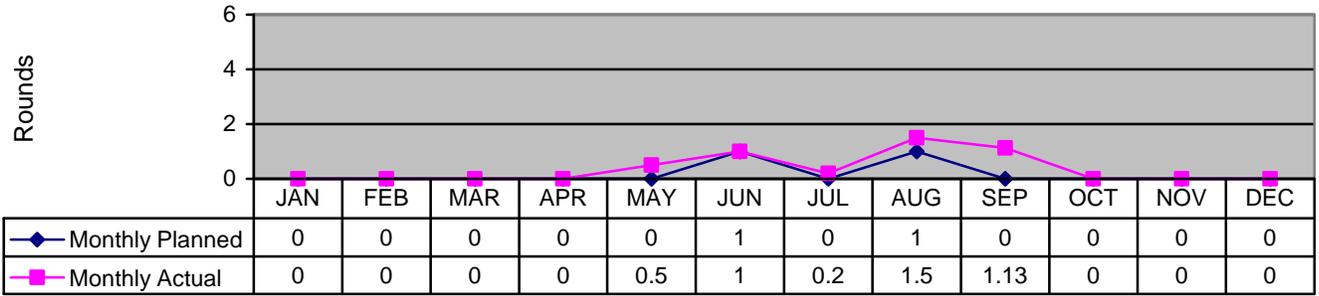


### Mowing, Debris and Weed Control

#### Mowing and Debris Control

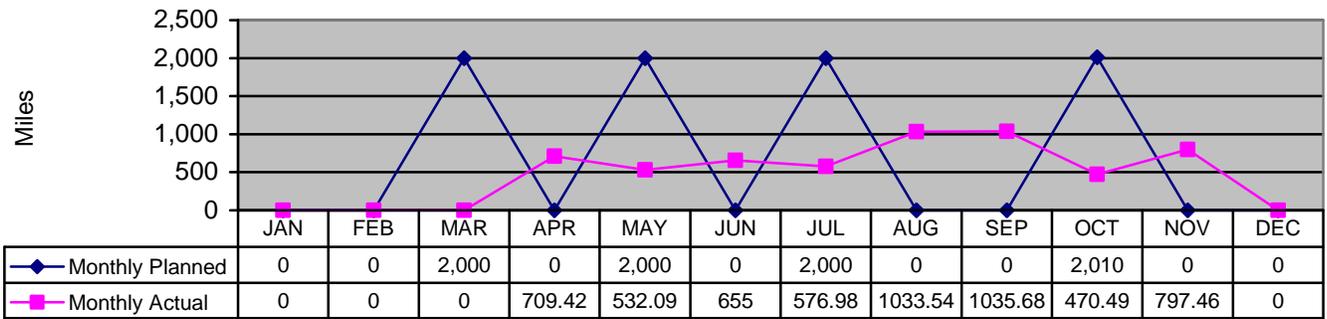


### Weed Control - Spraying

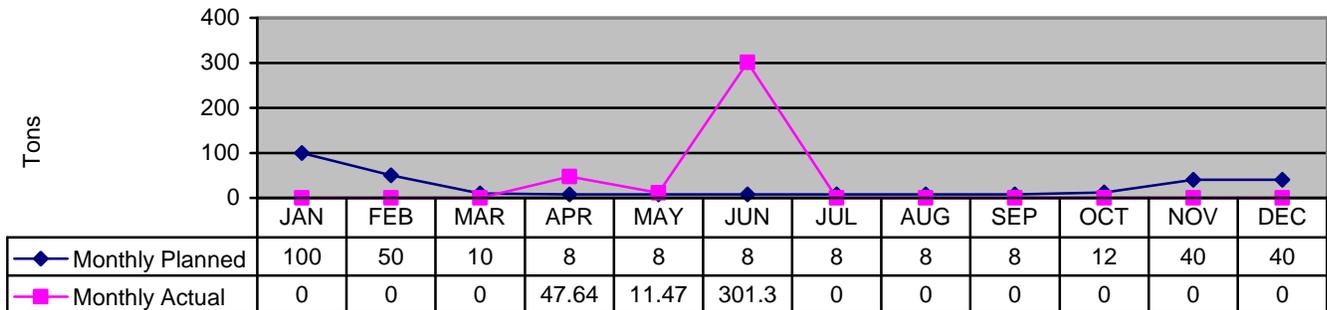


### Street Sweeping and Gravel Maintenance

#### Street Sweeping

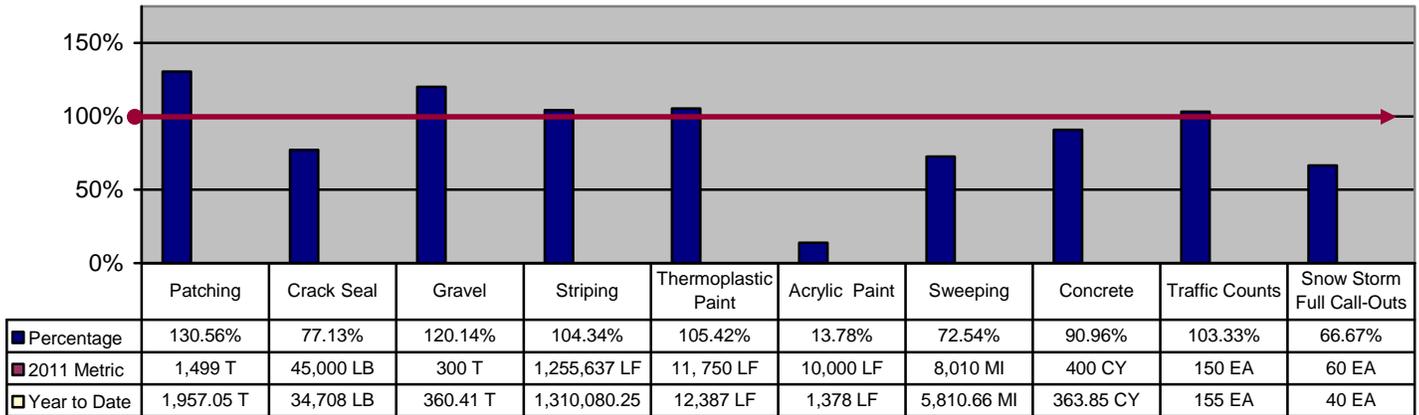


#### Gravel Maintenance



## 2011 Performance Measures

### Percentage of Metric

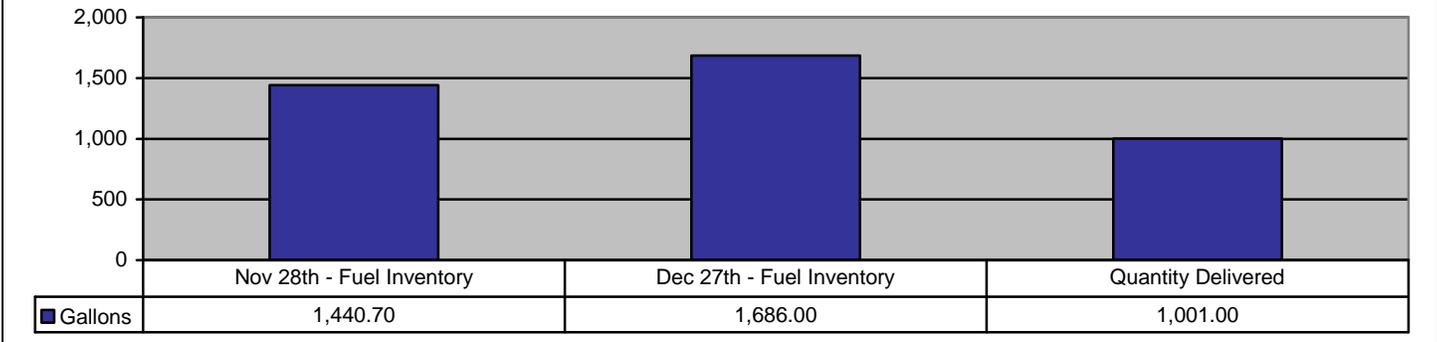


Tons = T      Pounds = LB      Linear Feet = LF      Square Feet = SF      Miles = MI      Cubic Yards = CY      Each - EA

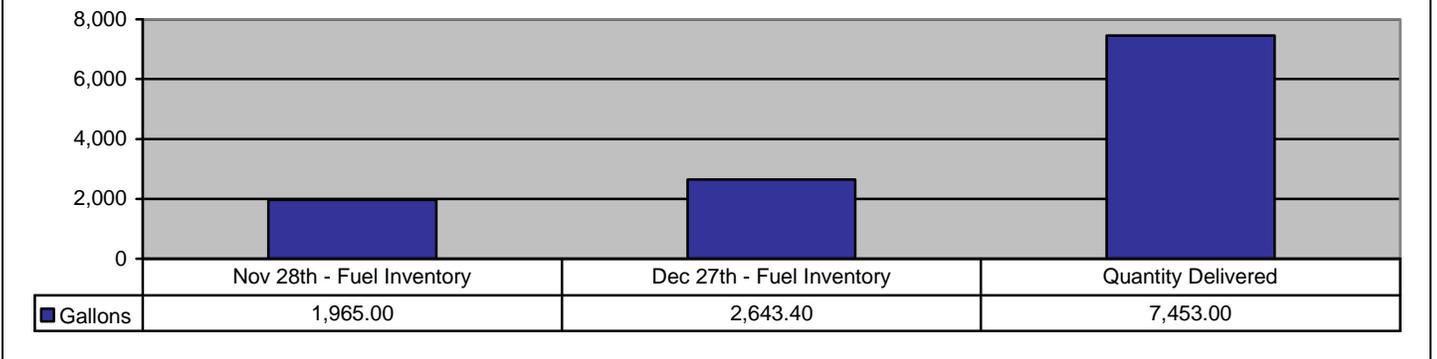
## Fuel Inventory

Fuel volume will change approximately .5% for every 10 degrees Fahrenheit change in fuel temperature. Fuel dips are completed on Monday mornings.

### Unleaded Fuel



### Diesel Fuel



## Snow Material Inventory

	Beginning Inventory	Delivered	Used	Ending Inventory
Liquid Material				
APEX (MgCl)	16,773.00	22,529.00	(23,250.00)	16,052.00
Solid Material				
Deicer (Salt & Ice Slicer)	2,184.11	887.08	(1,104.23)	1,966.96
Anti Skid (Sand/Salt Mix)	309.00	0.00	0.00	309.00
<b>Total</b>	2,493.11	887.08	(1,104.23)	2,275.96

## 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.

	2011 Budget	2011 Contract/PO Amount	Previous Balance	Invoice Amount Received	Remaining Balance
Animal Cremation Disposal (Pet Cremation Services)	\$ 4,000.00	\$ 3,000.00	\$ 2,441.00	\$ (174.00)	\$ 2,267.00
Asphalt/Coldmix Material	\$ 90,000.00	\$ 90,000.00	\$ 21,185.84	\$ (82.00)	\$ 21,103.84
Large Deceased Animal Pick-Up (Animal & Pest Control)	\$ 3,000.00	\$ 3,000.00	\$ 550.00	\$ (85.00)	\$ 465.00
Fuel	\$ 137,000.00	\$ 137,000.00	\$ 5,085.90	\$ (28,814.68)	\$ (23,728.78)
Mosquito Control	\$ 34,460.00	\$ 34,460.00	\$ -	\$ -	\$ -
Snow Removal Materials	\$ 311,000.00	\$ 311,000.00	\$ 85,916.56	\$ (84,338.43)	\$ 1,578.13
Signal (Pole) Maintenance	\$ 75,000.00	\$ 75,000.00	\$ 75,000.00	\$ -	\$ 75,000.00