



Public Works Department  
Operations and Traffic Engineering  
Monthly Report –July 2014

## ACTIVITY

- [Citizen Response Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,754.
- [Requests by Department](#) – The total number of work requests received were 1,988.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed with 94%-98% compliance.
- [Right-Of-Way Permits](#) – There were 50 permits issued in July.
- [Traffic Maintenance](#) –274 blue street name signs were installed.
- [Pavement Maintenance](#) – 156 tons of asphalt was used for pothole patching.
- [Concrete Replacement](#) – 90 cubic yards of concrete was used.
- [Street Sweeping and Gravel Maintenance](#) – The second round of sweeping began in July.
- [Mowing and Weed Control](#) – One round of mowing was completed.
- [Snow Removal Activities](#) - No activity to report.
- [2014 Performance Measures](#) – Field Services and Traffic Engineering Services Activities.
- [Fuel Inventory](#) – No deliveries for the month were received.
- [Snow Material Inventory](#) – No deliveries to report.
- [City Budgets](#)
- Quantities have changed to reflect correct numbers.

## REVENUE

The July right-of-way permit revenue, excluding pavement restoration fees, was \$28,547.

## PUBLIC WORKS MAJOR ACTIVITIES

- Smoky Hill Road / Buckley / Orchard Hazard Elimination and Safety Program (HES) project substantially complete
- Ground breaking for Briarwood Potomac traffic signal
- 2014 Crosswalk maintenance
- 2014 Sign Inspection
- C-470 Policy Committee meeting
- Preparation of Verona Estates traffic calming project plan
- Mineral Drive and Otero /Adams Neighborhood Traffic Management Program (NTMP) completion

## A LOOK AHEAD

- Potomac and Briarwood signal caisson construction
- Completion of Mineral Dr. and Otero Adams NTMP construction
- 2014 Sign Inspection
- C-470 Technical Working Group meeting
- Mailing of Verona Estates plan ballot
- 2014 NTMP prioritization results
- Initiate 2014 neighborhood outreach
- School Beacon programming

## Citizen Response Center

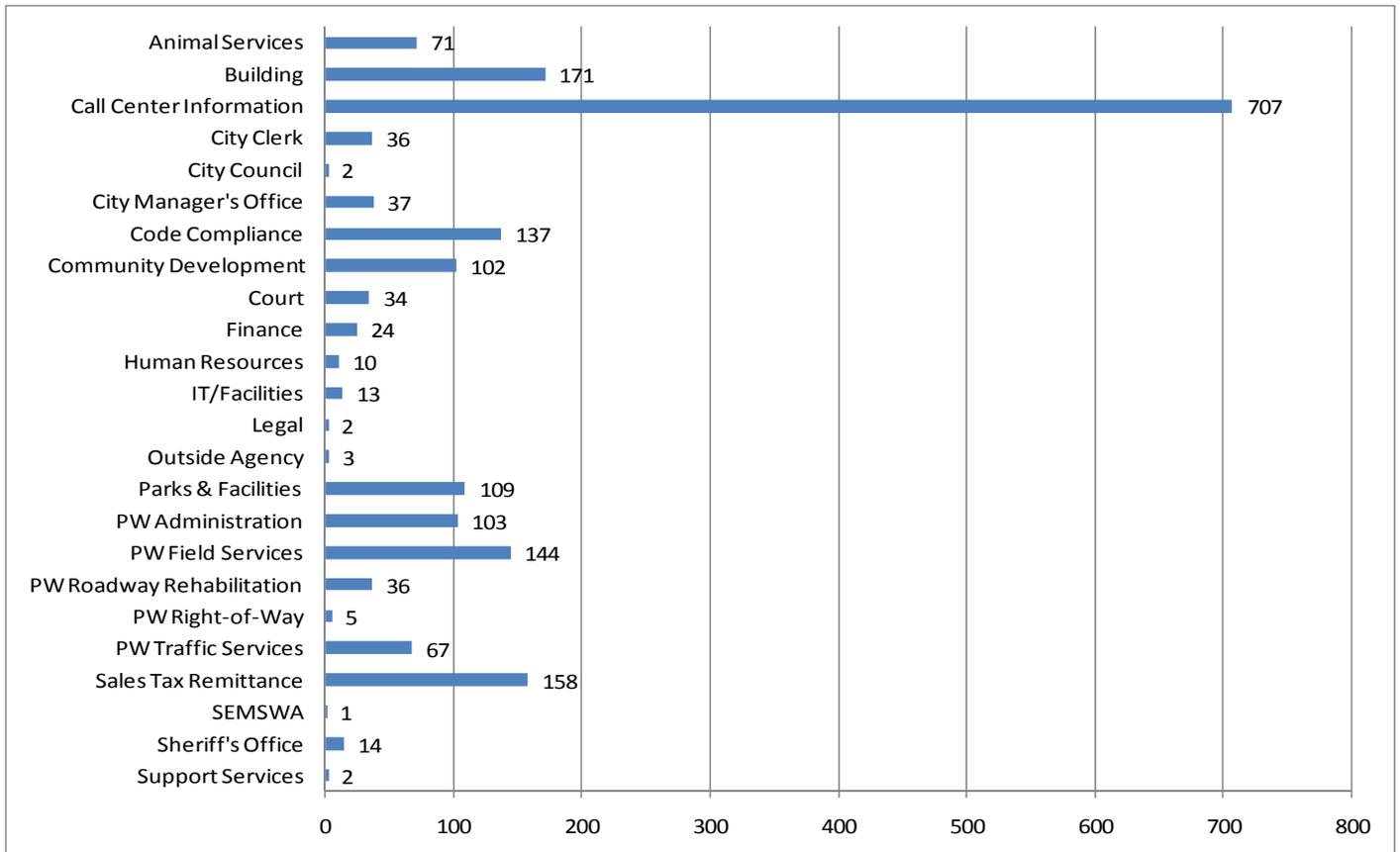
In July, the number of phone calls and web requests received by the City's 24-Hour Citizen Response Center, 303.325.8000, was 1,754; 87 were web requests. Only 71 calls were routed to the answering service during business hours and a total of 155 calls were received after business hours. Overall, for the month of July, the Citizen Response Center had an 84% compliance metric of answering phone calls within 120 seconds and a 93% metric of responding to or acknowledging non-emergency citizen requests within a 24-hour period.

July 2014	Week 1*	Week 2	Week 3	Week 4	Week 5	MTD
	July 1-4	July 5-11	July 12-18	July 19-25	July 26-31	
Web Requests	10	23	21	15	18	<b>87</b>
Total Calls Handled by the Citizen Response Center	228	409	369	384	277	<b>1,667</b>
Total Metric for the Citizen Response Center	238	432	390	399	295	<b>1,754</b>
Total Calls Rolled Over to Answering Service <i>During</i> Business Hours	8	14	19	8	22	<b>71</b>
Total Calls Rolled over to Answering Service <i>After</i> Business Hours	23	33	30	46	23	<b>155</b>

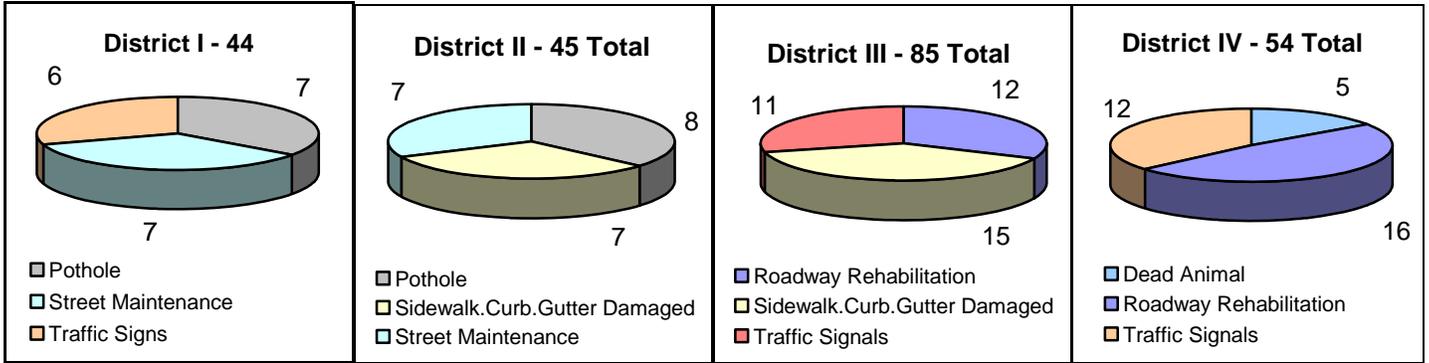
\* Indicates one day holiday within week

## Requests Received by Department

The work requests received by the City for the month of July were 1,988.



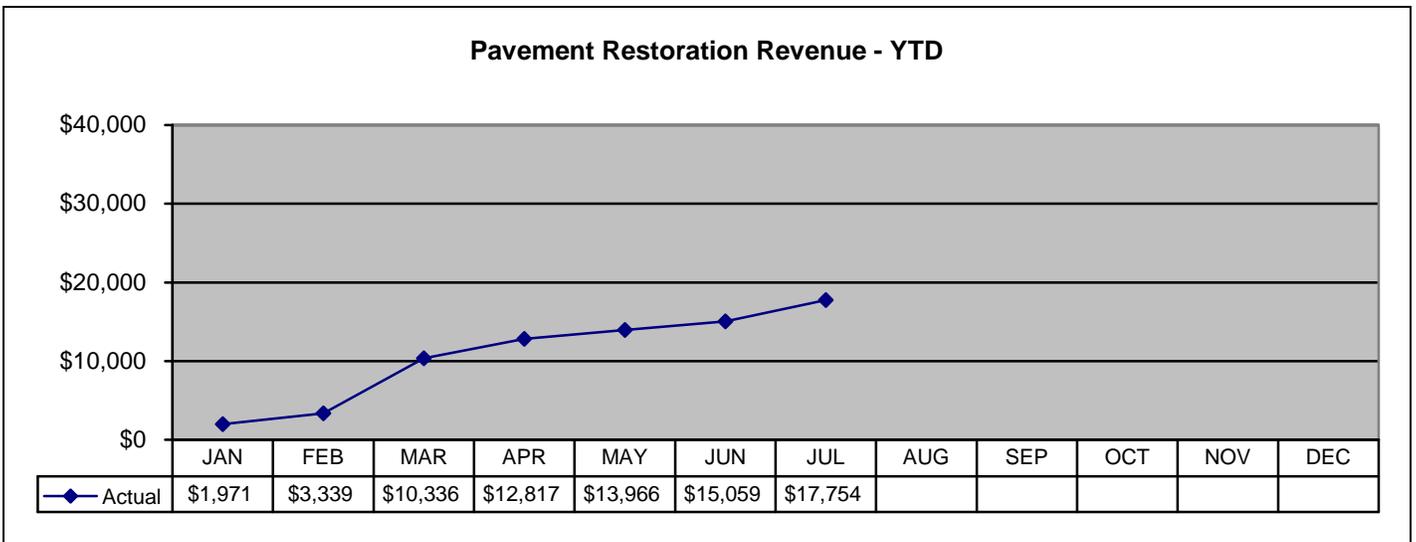
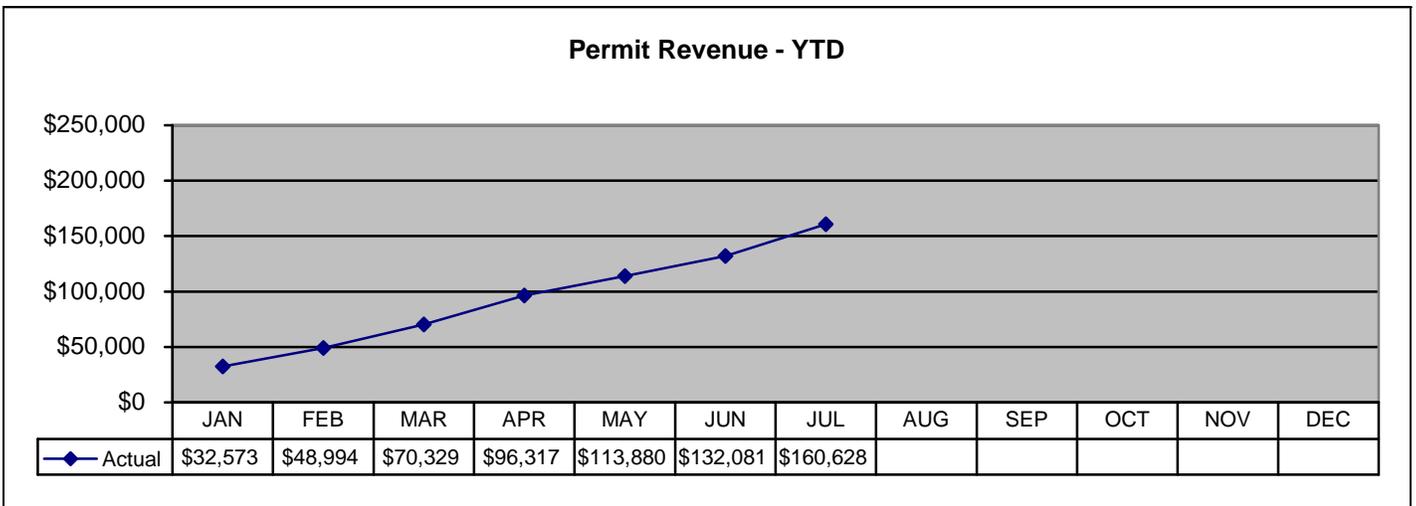
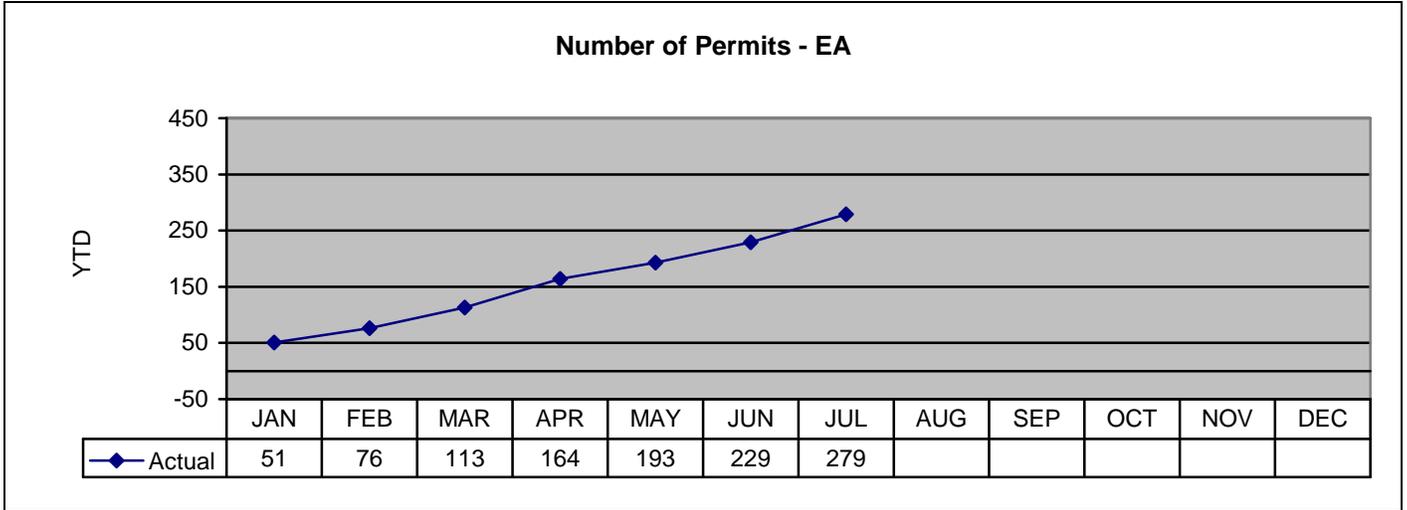
## Top 3 Work Request Issues by District



## Work Request Compliance Summary

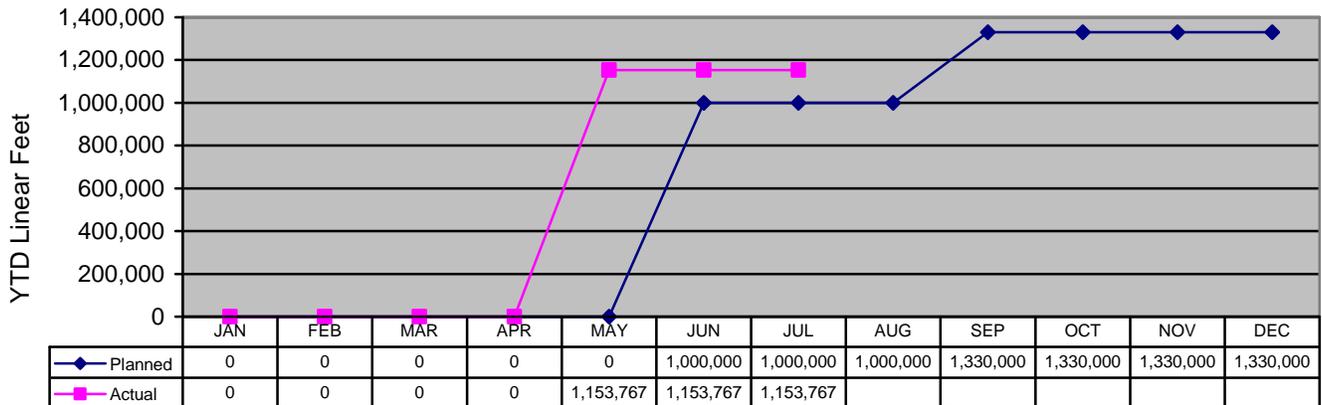
Field and Traffic Services					
Work Request by Priority	Completed Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	49	90%	48	98%	.04
2 - Important (Completed within 3 Business Days)	48	90%	45	94%	2.16
3 - Standard (Completed within 10 Business Days)	17	90%	16	94%	5.11
4 - Preventative Maintenance (Scheduled Work)	101	N/A	N/A	N/A	N/A
5 - Street Rehabilitation	28	N/A	N/A	N/A	N/A
<b>Grand Total</b>	243				
Citizen Response Center					
Calls Answered Within 2 Minutes	Total Calls		Compliance Standard		Compliance %
	1,667		80%		93%

# Right-Of-Way Permits

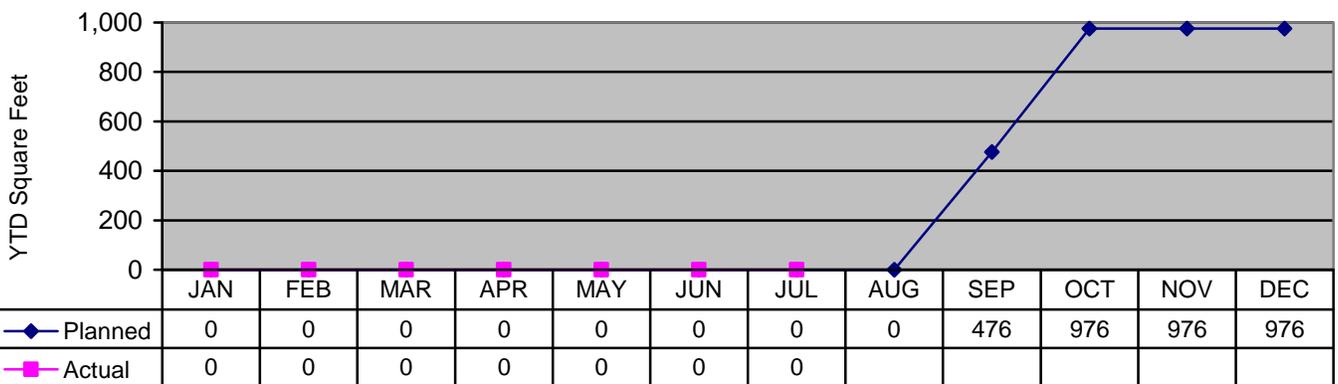


# Traffic Maintenance

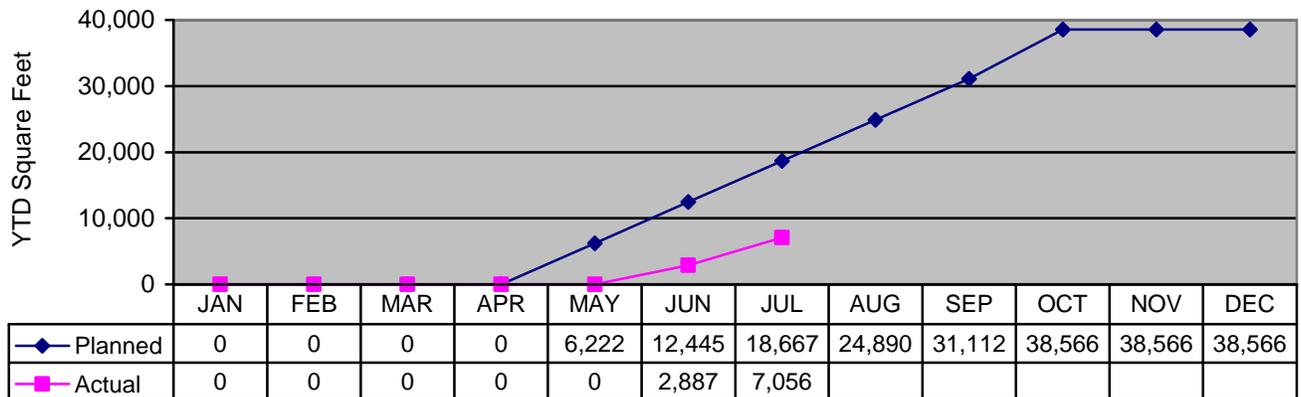
## Lane Striping - 1,330,000 LF



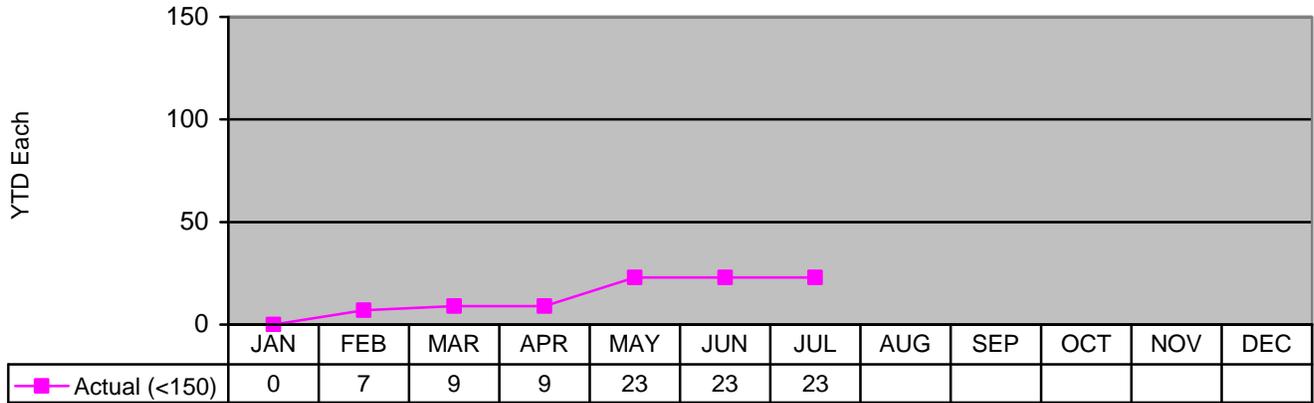
## Thermoplastic Crosswalks and Stopbars - 976 SF



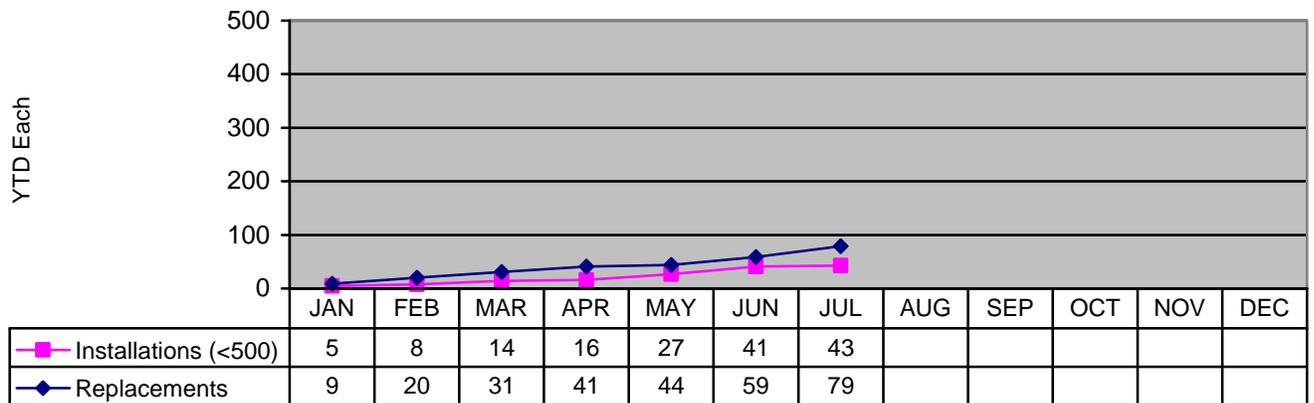
## Acrylic Paint Crosswalks and Stopbars - 38,566 SF



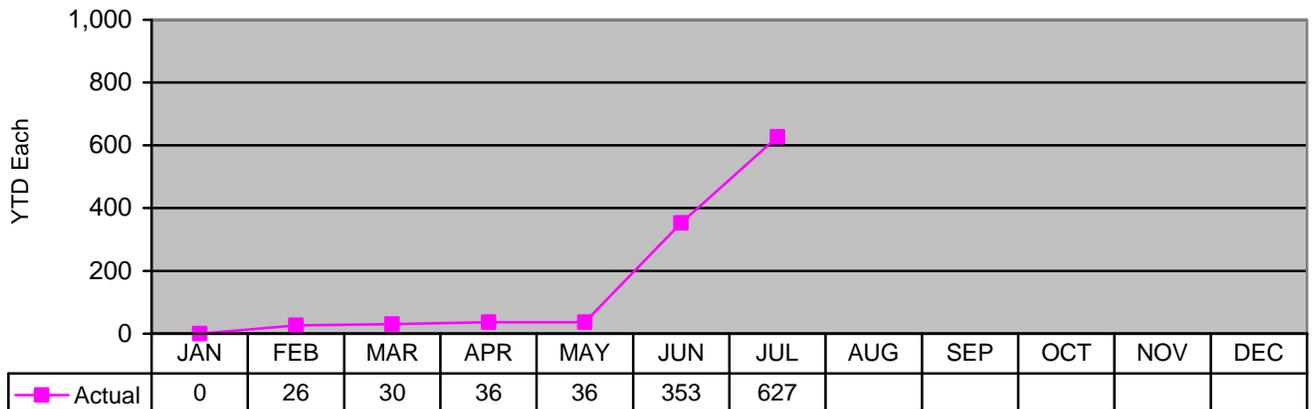
### Traffic Counts - EA



### New Sign Installation/Replacements



### Street Name Sign Replacements (Blue Signs) - EA

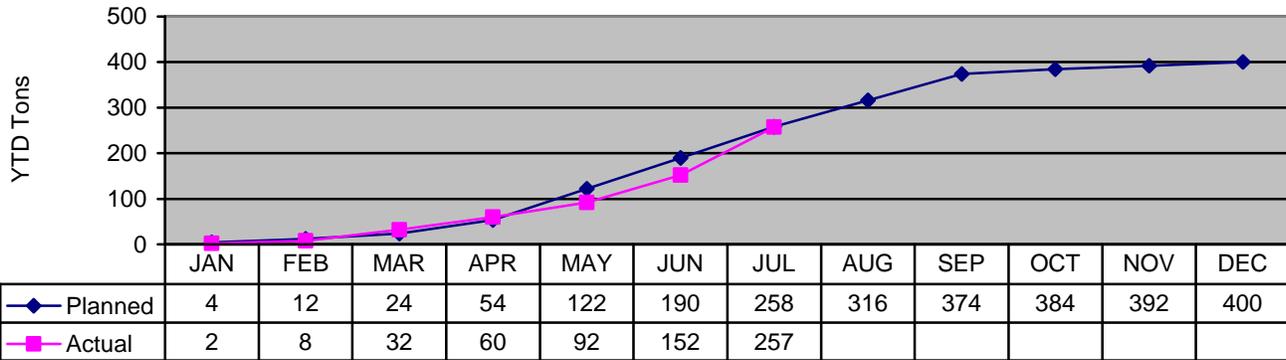


### Special Events Permit

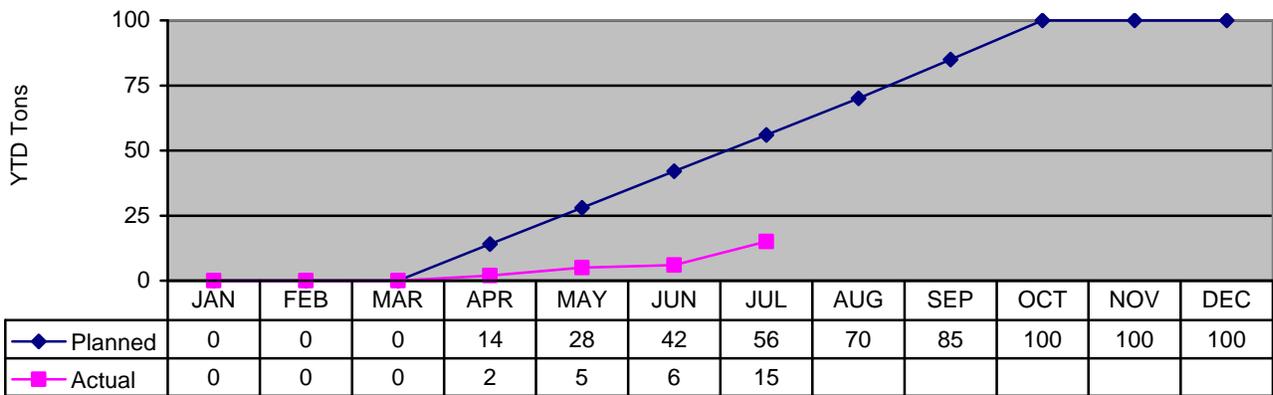
	Q1	Q2	Jul	YTD
<b># of Permits</b>	2	13	0	15
<b>Average Review Time</b>	.5 Days	12 Days	0	11 Days

## Pavement Maintenance

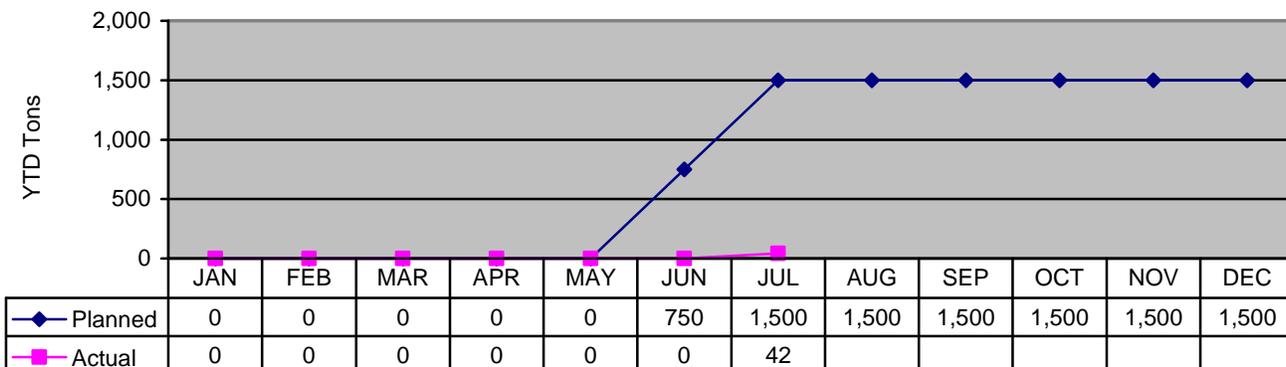
### Pothole Patching - 400 Tons



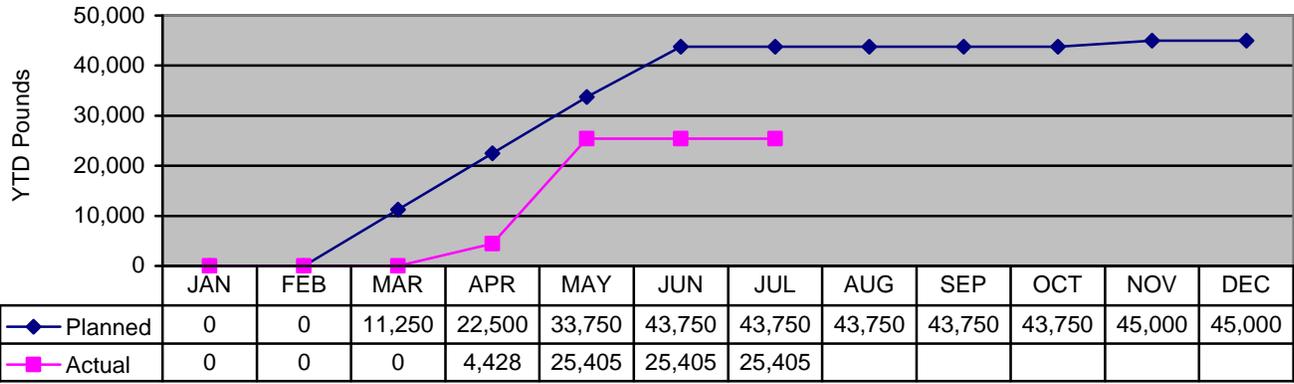
### Patch Back - 100 Tons



### Major Patching - 1,500 Tons

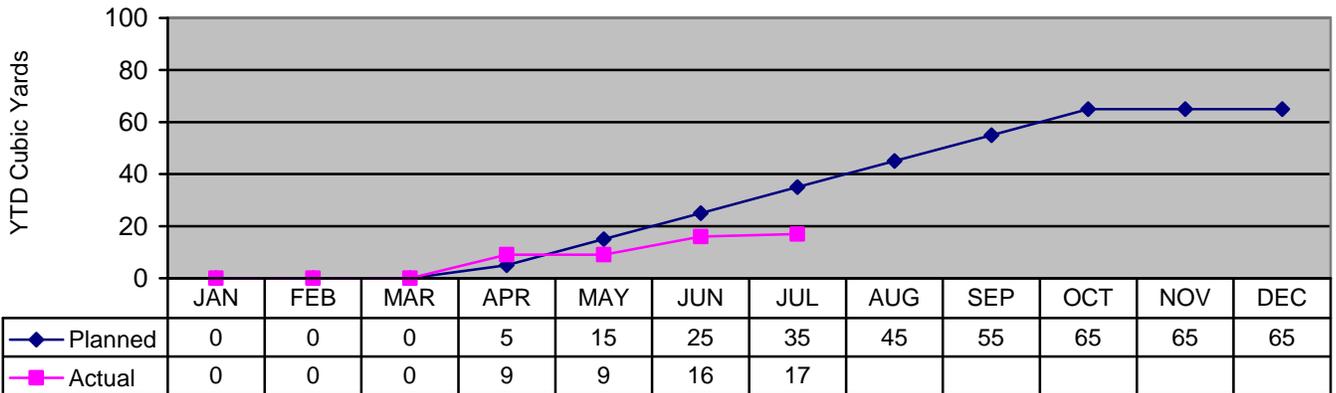


### Crack Seal - 45,000 LBS

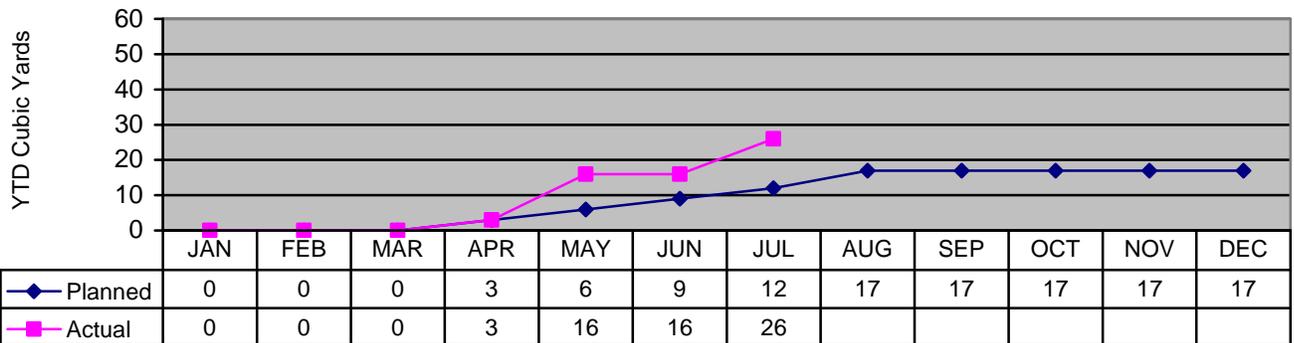


### Concrete Replacement

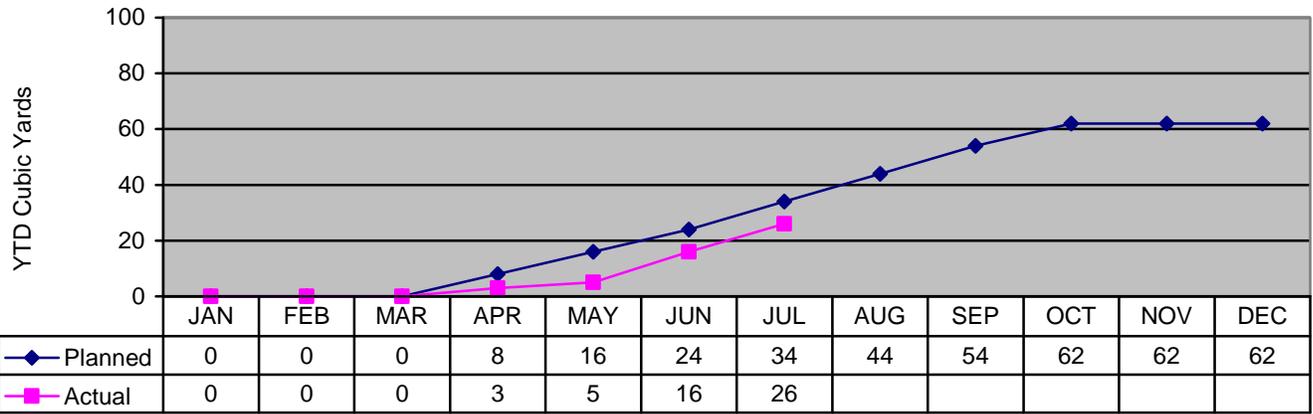
#### Sidewalk - 65 CY



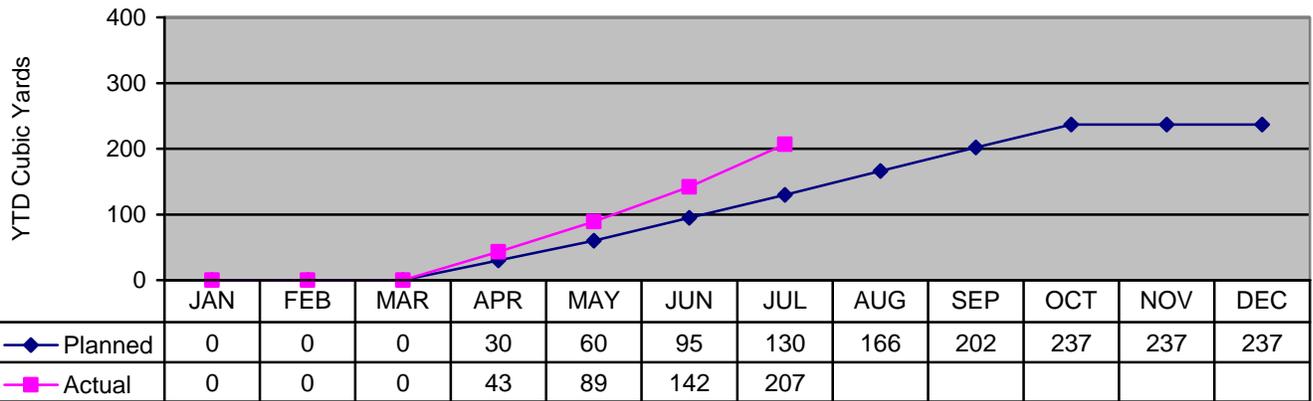
#### ADA Ramps - 17 CY



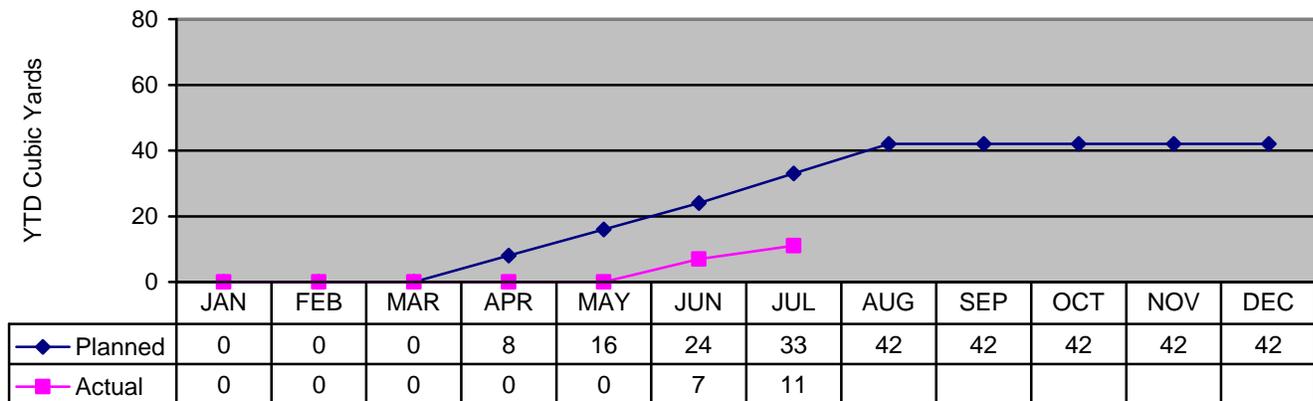
### Curb and Gutter - 62 CY



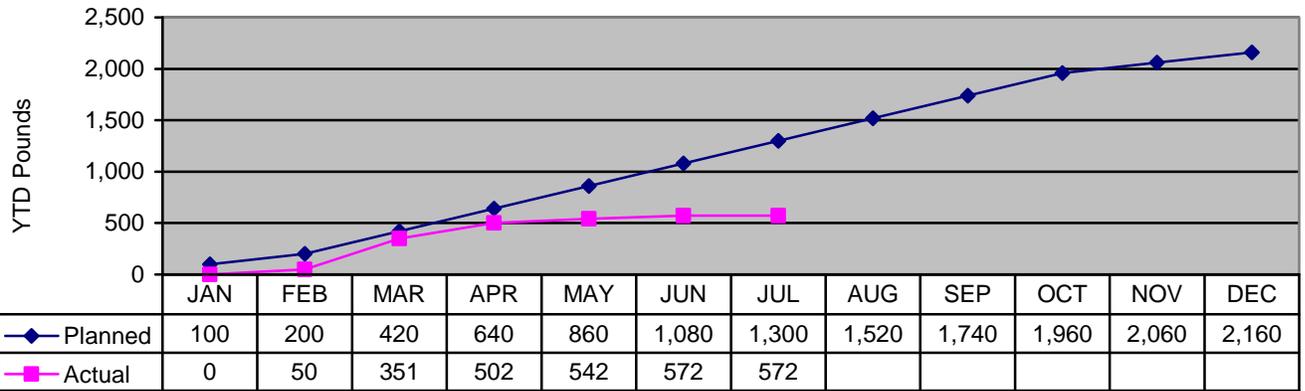
### Curb, Gutter and Sidewalk Combination - 237 CY



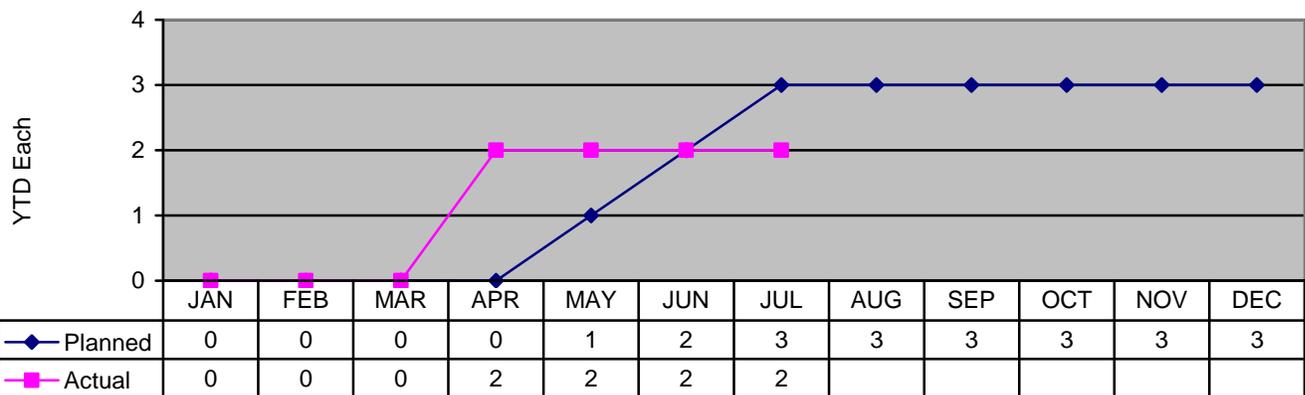
### Crosspans and Aprons - 42 CY



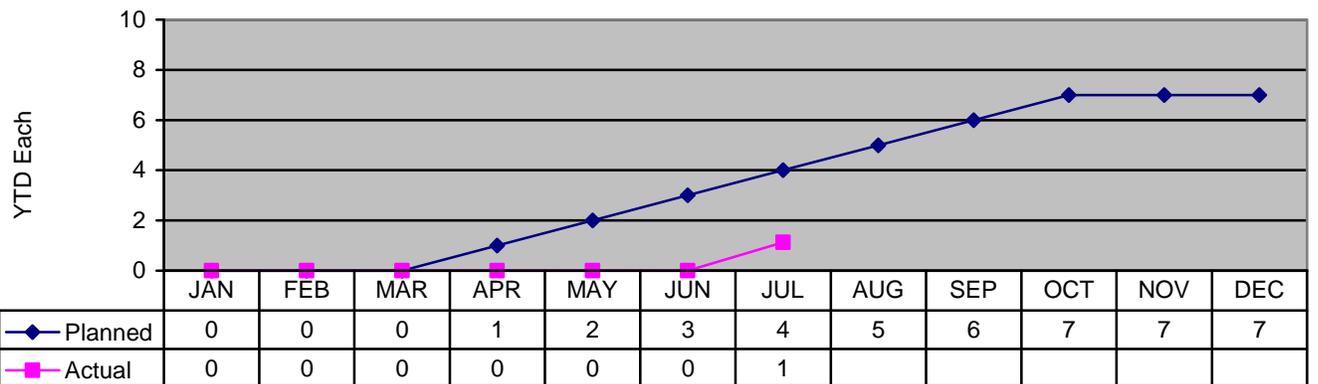
### Concrete Patching - 2,160 LBS



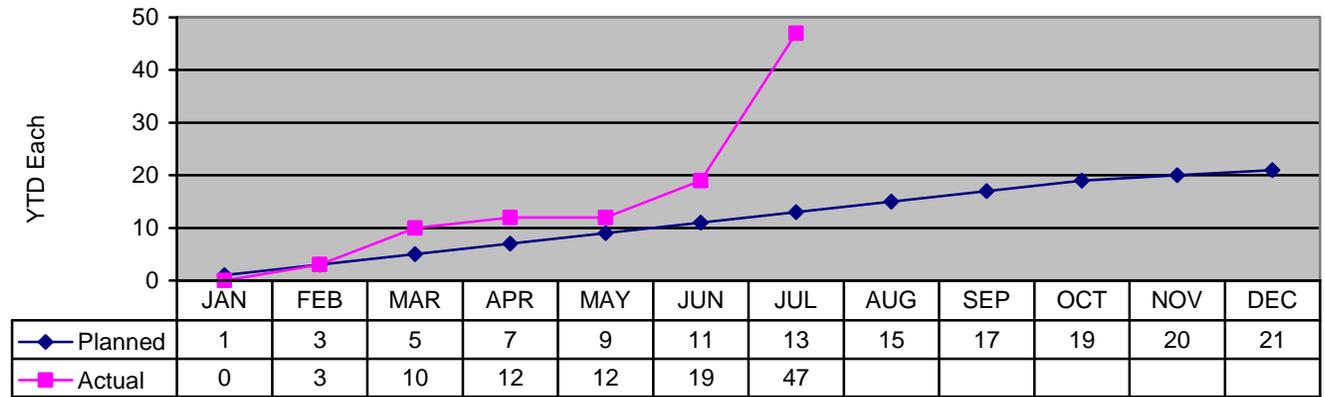
### Chase Drains - 3 EA



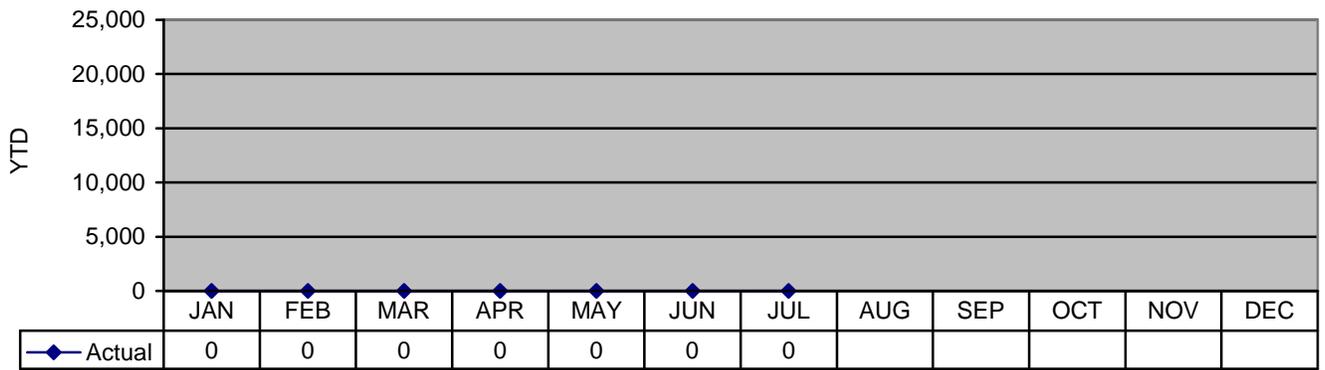
### Truncated Domes - 7 EA



### Concrete Grinding - 21 EA

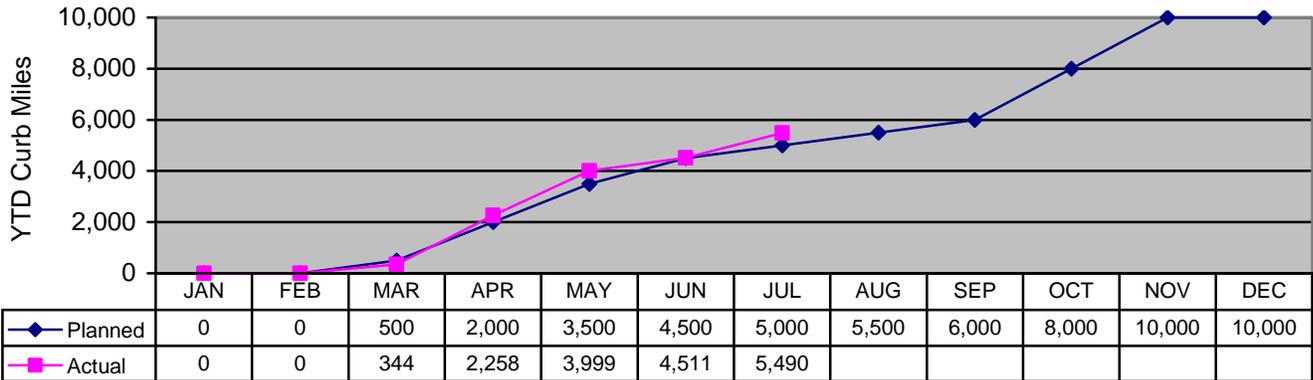


### Concrete Joint Maintenance - LF



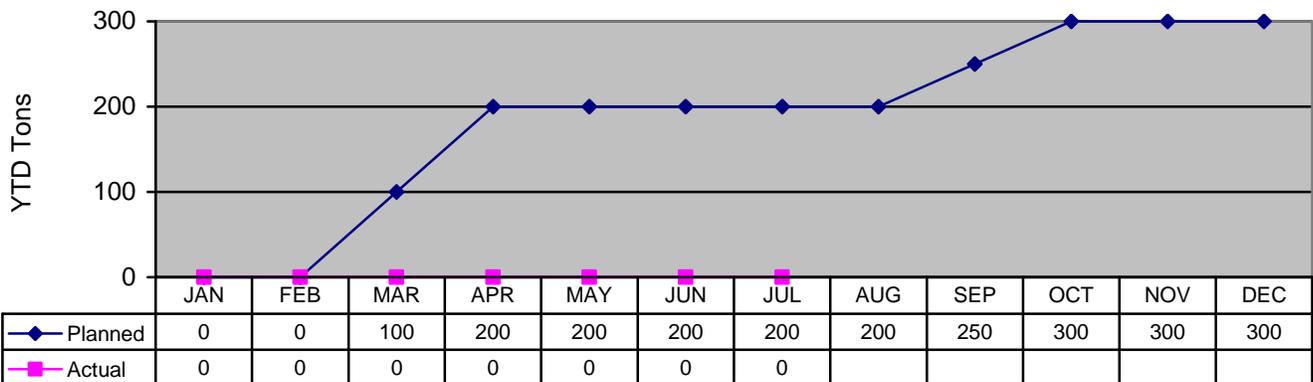
## Street Sweeping

### Street Sweeping - 10,000 Curb Miles (3 Sweeps)



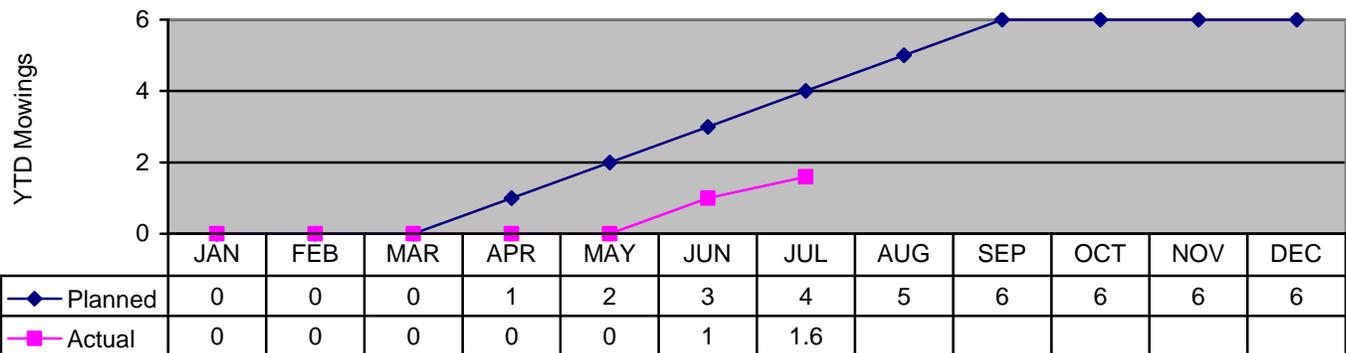
## Gravel Maintenance

### Gravel Shoulder Maintenance - 300 Tons

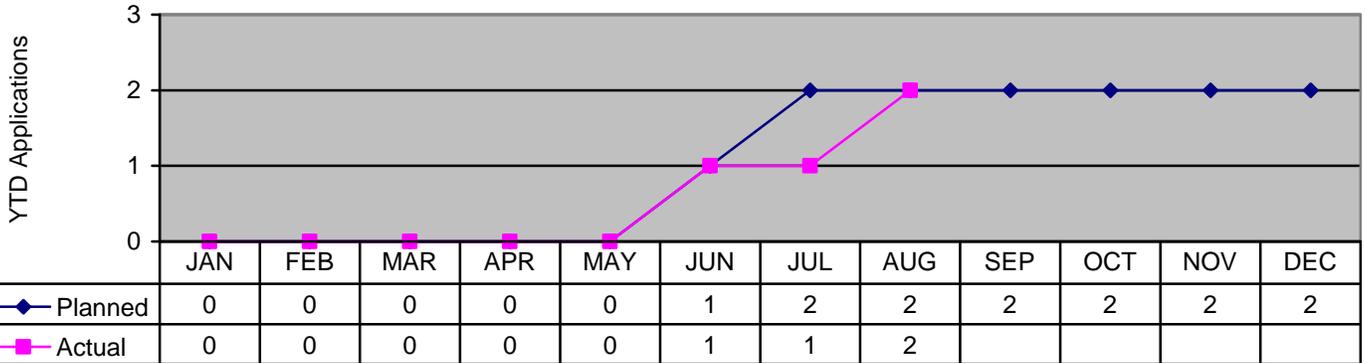


## Mowing and Weed Control

### Mowing - EA

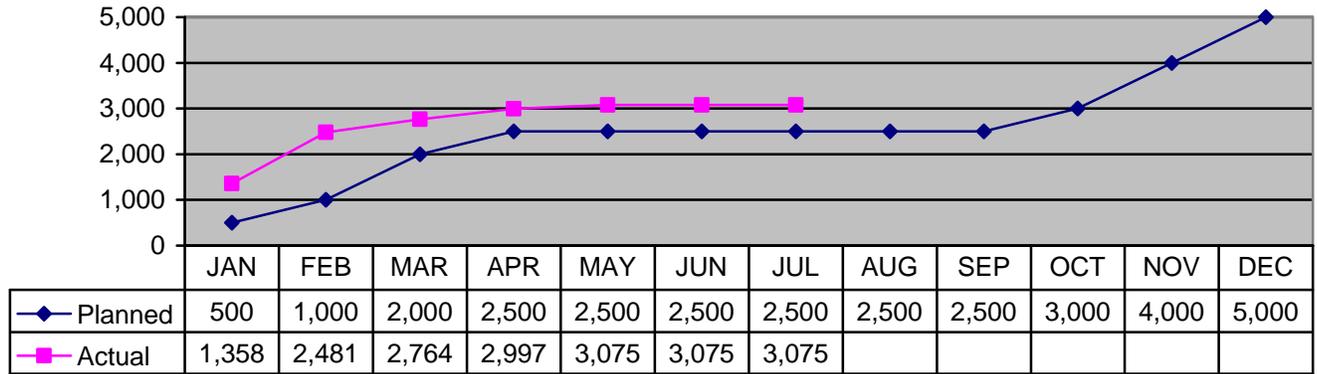


### Weed Control, Spraying - 2 EA



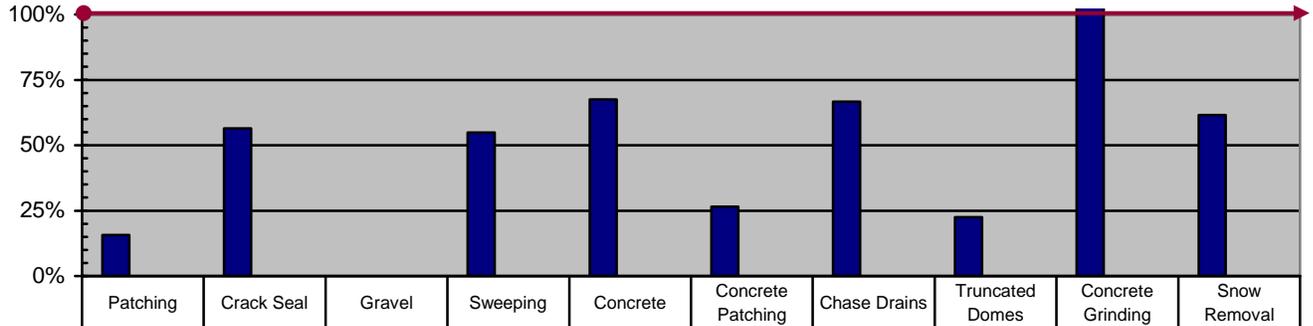
### Snow Removal

#### CDL Hours



# 2014 Performance Measures

## Field Services Activities - Percentage of Metric



■ Percentage	15.71%	56.46%	0.00%	54.90%	67.50%	26.46%	66.67%	22.50%	222.19%	61.50%
■ 2014 Metric	2,000 T	45,000 LB	300 T	10,000 CM	423 CY	2,160 LBS	3 EA	5 EA	21 EA	5,000 HRS
□ Year to Date	314 T	25,405 LB	0 T	5,489 CM	286 CY	572 LBS	2 EA	1 EA	47 EA	3,075 HRS

Tons = T

Pounds = LB

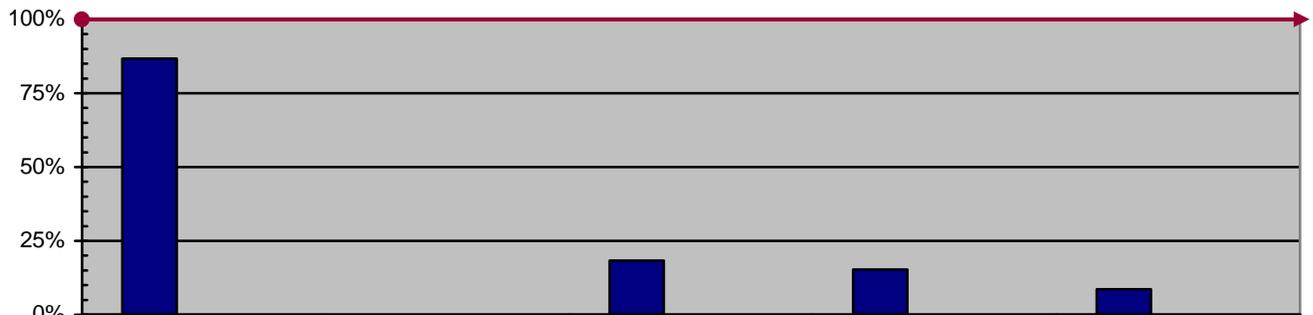
Curb Miles = CM

Cubic Yards = CY

Each - EA

Hours = HRS

## Traffic Engineering Activities - Percentage of Metric



■ Percentage	86.75%	0.00%	18.30%	15.33%	8.60%
■ 2014 Metric	1,330,000 LF	976 SF	38,566 SF	< 150 EA	< 500 EA
□ Year to Date	1,153,767 LF	0 SF	7,056 SF	23 EA	43 EA

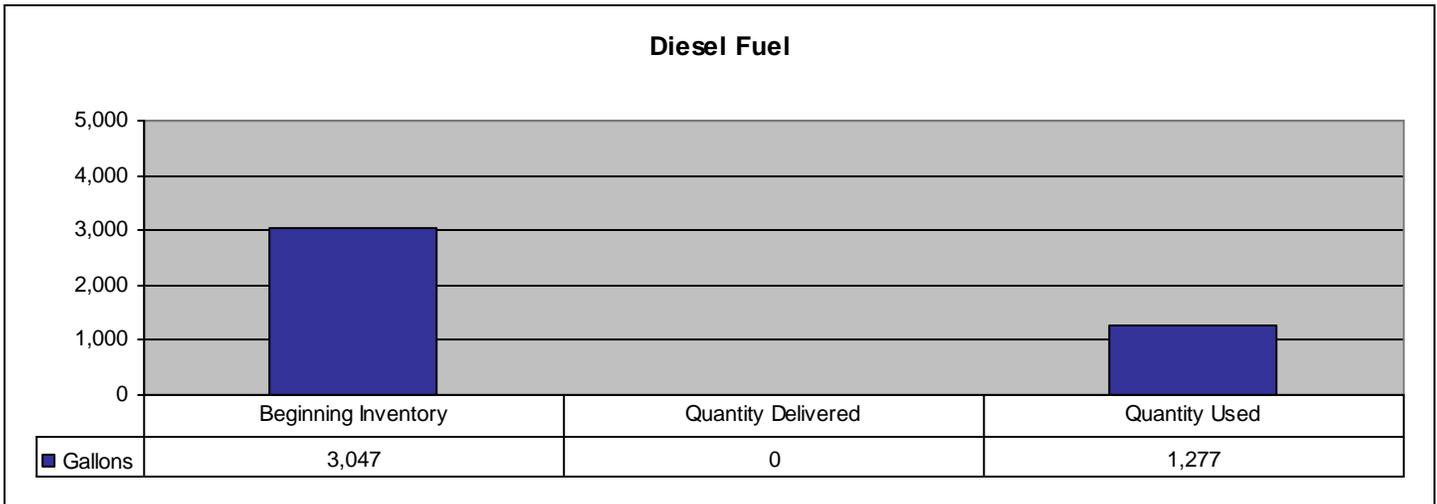
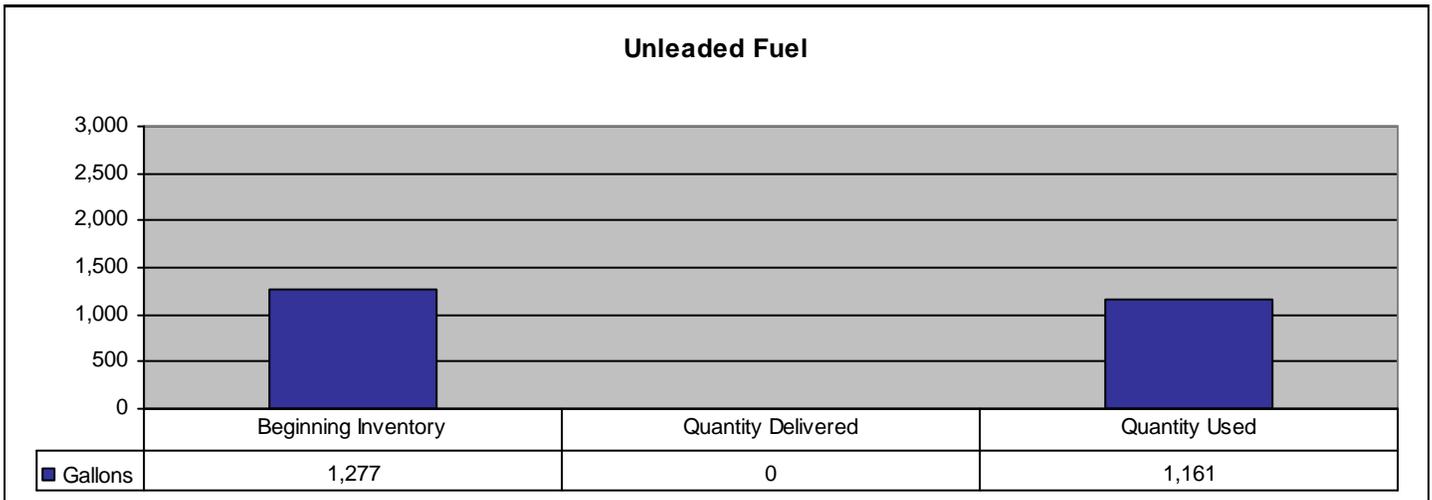
Linear Feet = LF

Square Feet = SF

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.



# Snow Material Inventory

*(Estimated Usage)*

(YTD)	Beginning Inventory	Delivered	Used	Ending Inventory
<b>Liquid Material (Gallons)</b>				
APEX (MgCl)	13,895	0	0	13,895
Brine	0	0	0	0
<b>Solid Material (Tons)</b>				
Salt	1,809	0	0	1,809
Ice Slicer	1,618	0	0	1,618

## City Budgets

Invoice totals will be deducted from City budget amounts below, based on payment from Finance. If there is a discrepancy on an invoice, the amount will not be deducted until the correct invoice has been paid.

	<b>2014 Budget</b>	<b>Year-To-Date Expenditures</b>	<b>Remaining Balance</b>
Animal Disposal			
Animal & Pest Control (Large Animals)	\$ 2,500.00	\$ (650.00)	\$ 1,850.00
Pet Cremation Services (PW)	\$ 1,000.00	\$ (210.00)	\$ 790.00
Asphalt/Coldmix Material	\$ 105,000.00	\$ (13,934.72)	\$ 91,065.28
Fuel	\$ 137,000.00	\$ (99,701.81)	\$ 37,298.19
Mosquito Control	\$ 40,000.00	\$ (18,065.45)	\$ 21,934.55
Signal Additions/Repairs	\$ 224,590.00	\$ (87,591.44)	\$ 136,998.56
Signal (Pole) Maintenance	\$ 75,000.00	\$ -	\$ 75,000.00
Snow Removal Materials	\$ 375,000.00	\$ (267,653.03)	\$ 107,346.97