



**Public Works Department
Operations and Traffic Engineering
Monthly Report - November 2010**

ACTIVITY

- [Call Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,391.
- [Work Requests](#) – The total number of work requests received were 1,739.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed in 100% compliance and the Call Center compliance metric was 91%.
- [Right-Of-Way Permits](#) – There were 48 permits issued in November.
- [Traffic Maintenance](#) – A total of 99 signs were installed and 26 were replaced for the month.
- [Pavement Maintenance](#) – Approximately 7.80 tons of asphalt pavement patching was completed for November.
- [Concrete Replacement](#) – 339 cubic yards have been completed to date for the concrete replacement program.
- [Mowing, Debris, and Weed Control](#) –
- [Street Sweeping and Shoulder Maintenance](#)
- [Fuel Inventory](#) – Unleaded Fuel Usage and Diesel Fuel Usage
- [Snow Material Inventory](#)
- [City Material Budgets](#)

REVENUE

The November right-of-way permit revenue, excluding pavement restoration fees, was \$ 31,103.00.

PUBLIC WORKS MAJOR ACTIVITIES

At the November 1st, Traffic Neighborhood Management Program meeting, Traffic Engineering Services (TES) received approval from Park Borough residents for the Dorado Avenue traffic mitigation plan. As a result, TES mailed ballots to the residents, the week of November 15th, to document neighborhood support. TES completed the balloting process and determined the plan will not move forward, due to lack of neighborhood support.

TES coordinated the installation of two severely corroded signal poles at the intersection of Orchard and Joplin Way. The installation will complete all pole-replacement recommendations identified in the 2009 Signal Pole Nondestructive Testing project.

TES worked with NewPath Networks to install a new traffic signal pole and mast arm at Arapahoe Road and Colorado Boulevard to support their wireless antennas.

The activation of the new school beacons on Picadilly Street, adjacent to Thunder Ridge Middle School and Eaglecrest High School was completed.

TES also coordinated the completion of the traffic signal replacement at Picadilly Street and Thunder Ridge Middle School.

Purchased additional EECBG LED signal modules and completed the installation of all LED modules.

TES completed the safe-routes-to-school grant applications for Mark Twain Elementary and Homestead Elementary schools for construction of missing sidewalk links.

The crews completed their yearly training for Snow and Ice Control for the winter season. The training provided education and information regarding procedures, plowing and sanding techniques. The drivers drove their assigned routes to familiarize themselves with the area.

Public Works IT implemented Capital Improvement projects into CarteGraph. CIP staff is scheduled for further training with Public Works after the first of the upcoming year

The upgrading of the CarteGraph application to the most recent version began on November 18th.

A LOOK AHEAD

- Complete bid documents for the EECBG Solar School Beacons project.
- Activate the new school beacons at Thunder Ridge Middle School.
- Assist with an EECBG LED signal modules grant amendment to coordinate the purchase of additional LED countdown pedestrian modules.
- Coordinate the completion of the traffic signal replacement at Picadilly Street and Thunder Ridge Middle School.
- Prepare and release mail-in ballots for neighborhood approval of the Dorado Avenue traffic mitigation plan.
- Coordinate the replacement of two signal poles at Orchard Road and Joplin Way.
- Due to available funds, Public Works will conduct another round of street sweeping to begin on December 13th. An additional 750 curb miles of main streets will be swept by the end of the year.
- The crews will clean the storm drainage inlets throughout the City.
- Public Works will continue performing sign maintenance. The crews continuously replace damaged signs and install new signs, especially during the winter months.
- Public Works IT will be upgrading our ESRI (GIS) License Server and the goal date for completion is December 17, 2010.
- We are also in week three of the CarteGraph Mobility Upgrade, Phase I is tentatively scheduled for December 16th, 2010. Phase I will allow CarteGraph Application Engineers to work with Critigen Server Engineers in order to install the CarteGraph Mobility software on the servers and the hand held devices, as needed.

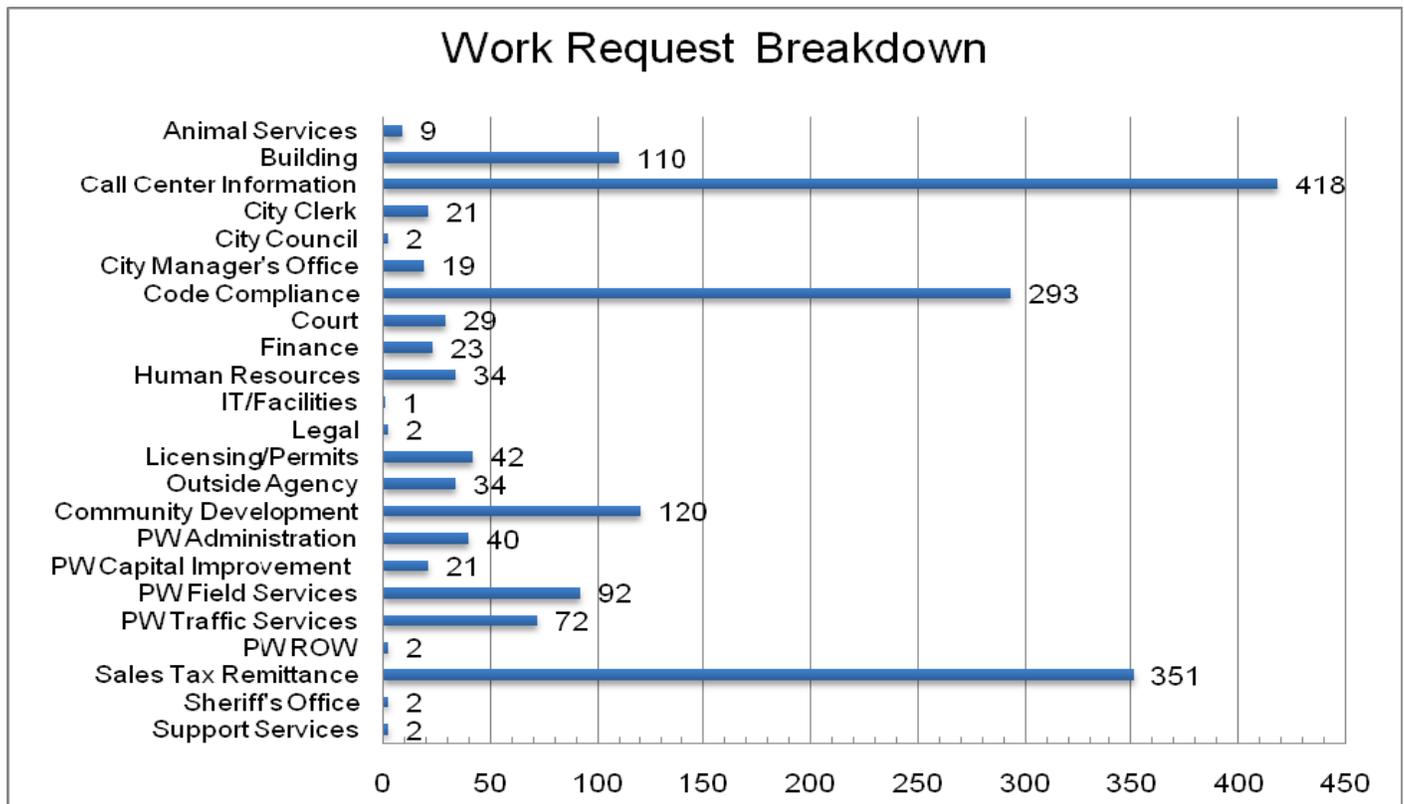
Call Center

In November, the number of phone calls received by the City's 24-Hour Call Center, 303.325.8000, was 1,391 which includes 40 web requests. A total of 14 calls were routed to the answering service during business hours and a total of 37 calls after business hours, due to the holiday. Overall, for the month of November, the Call Center had a 91% compliance metric of answering phone calls within 120 seconds.

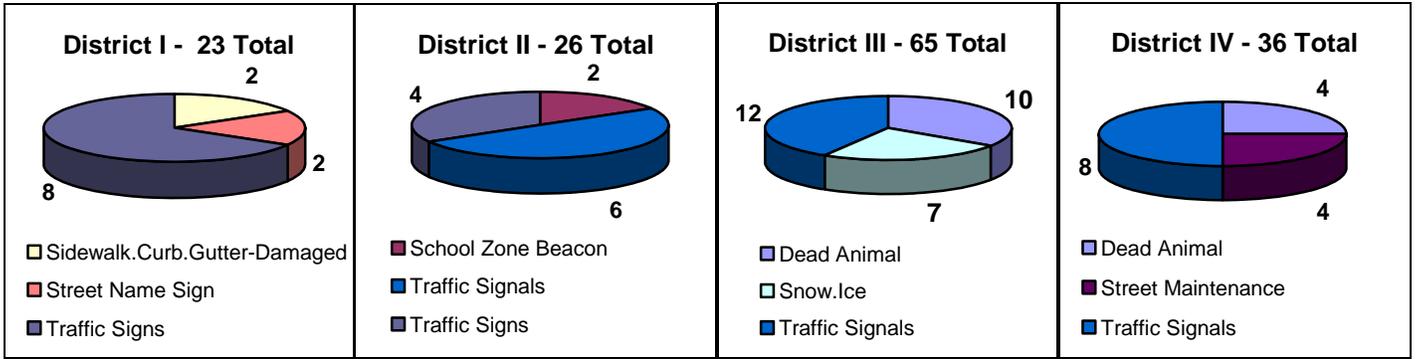
November 2010	Week 1	Week 2	Week 3	Week 4	MTD
	Nov 1-5	Nov 6-12	Nov 13-19	Nov 20-30	Total
Web Requests	23	10	6	1	40
Total Calls Handled by the Call Center	365	318	356	312	1,351
Total Metric for Call Center	388	328	362	313	1,391
Total Calls Rolled Over to Answering Service During Business Hours	2	8	1	3	14
Total Calls Rolled over to Answering Service After Hours	2	13	11	11	37

Work Request Breakdown

The work requests received by the City for the month of November were 1,739.



Work Request by District and Top Three Issues

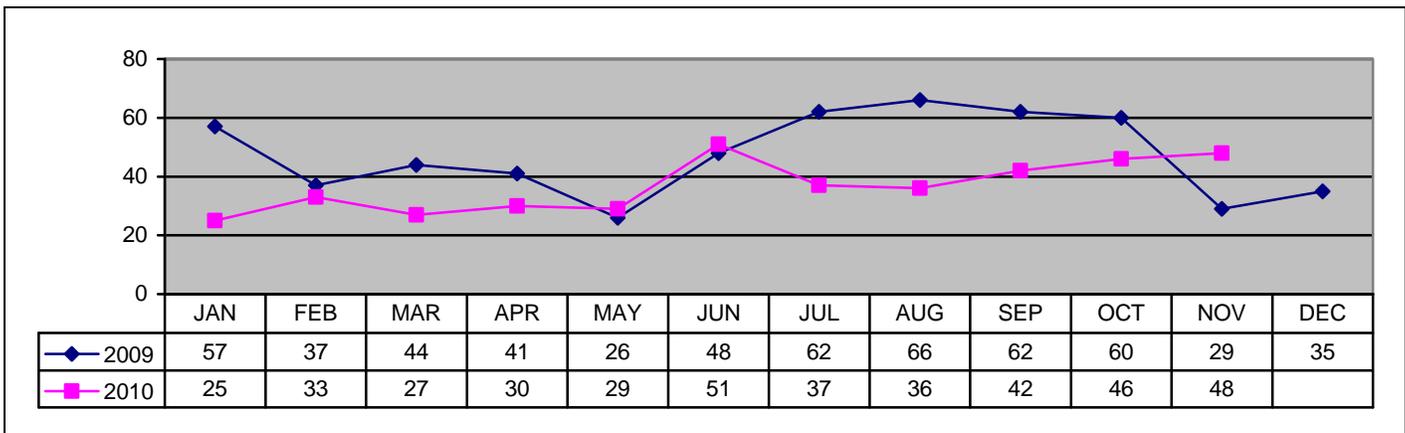


Compliance Summary

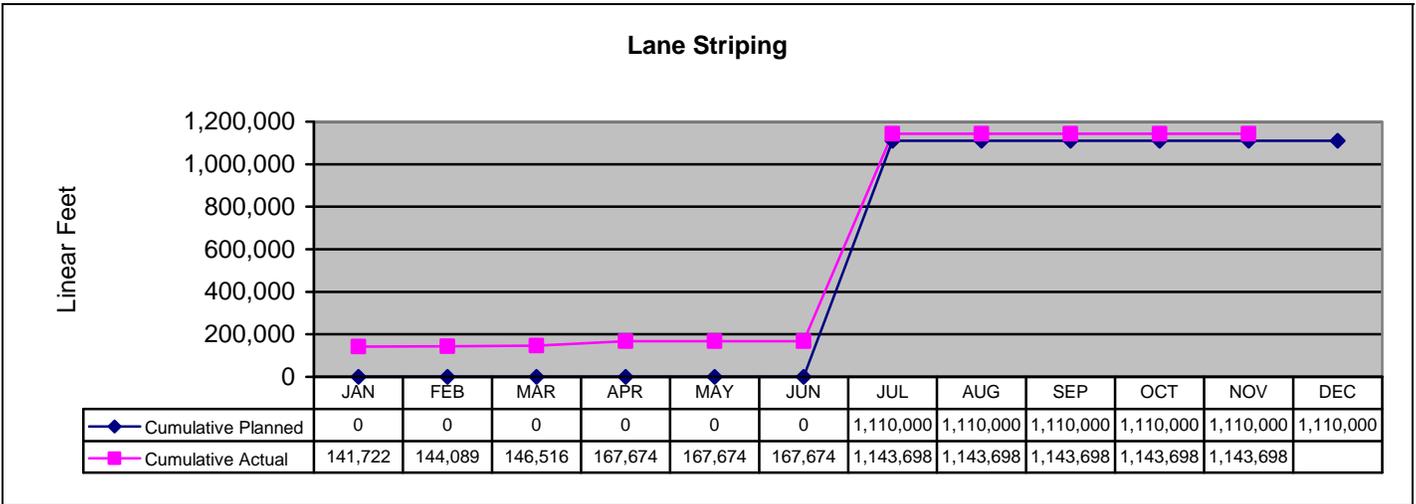
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	34	85%	34	100%	.19
2 - Important (Completed within 3 Business Days)	44	85%	44	100%	.89
3 - Standard (Completed within 10 Business Days)	14	85%	14	100%	2.86
4 - Preventative Maintenance (Scheduled Work)	70	N/A	N/A	N/A	N/A
Grand Total	162				

Call Center			
Calls Answered Within 2 Minutes	Total Calls/Web Requests Handled	Compliance Standard	Compliance %
	1,391	85%	91%

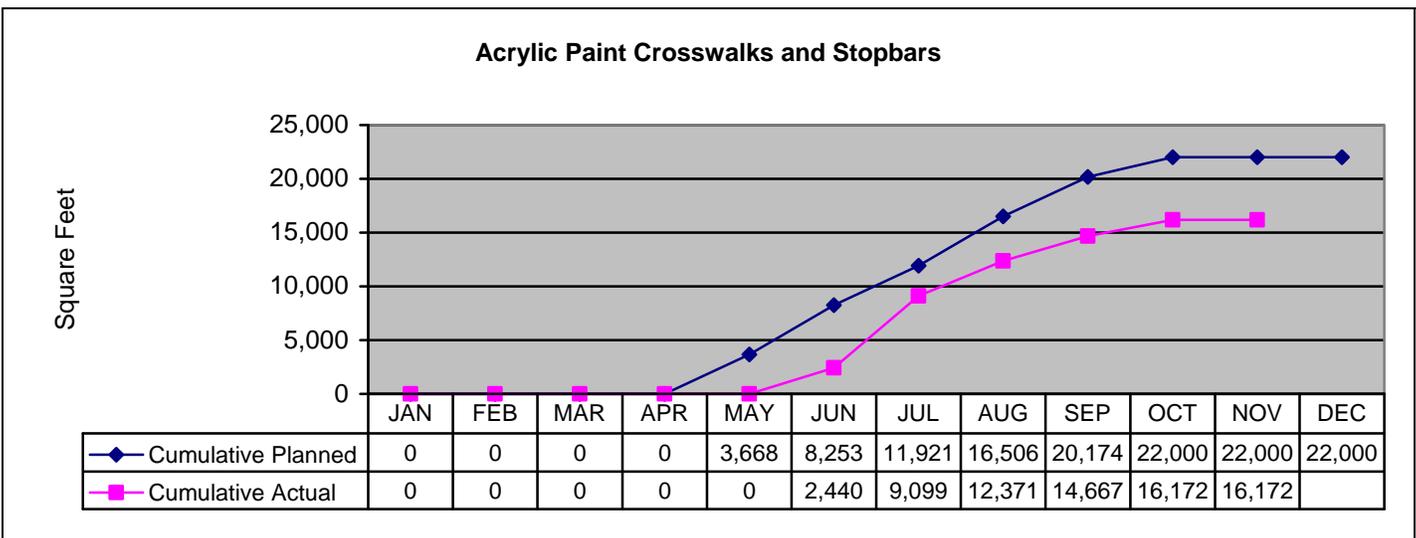
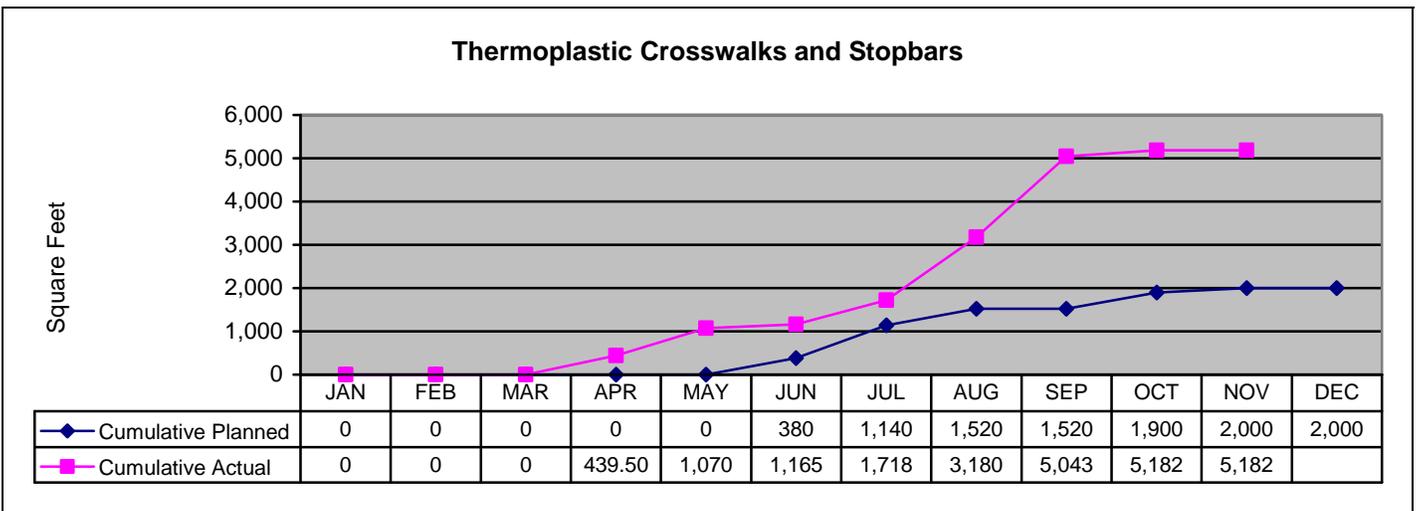
Annual Comparative Right-Of-Way Permits



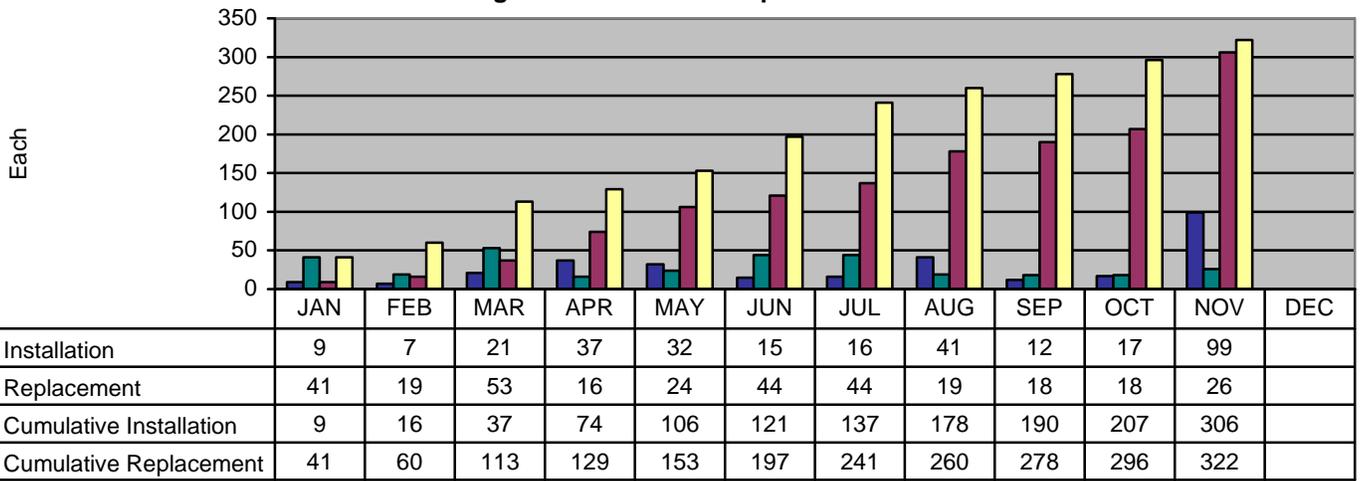
Traffic Maintenance



The January striping quantity was reduced to 141,722 feet after inspection and finding of premature degradation due to deicer.

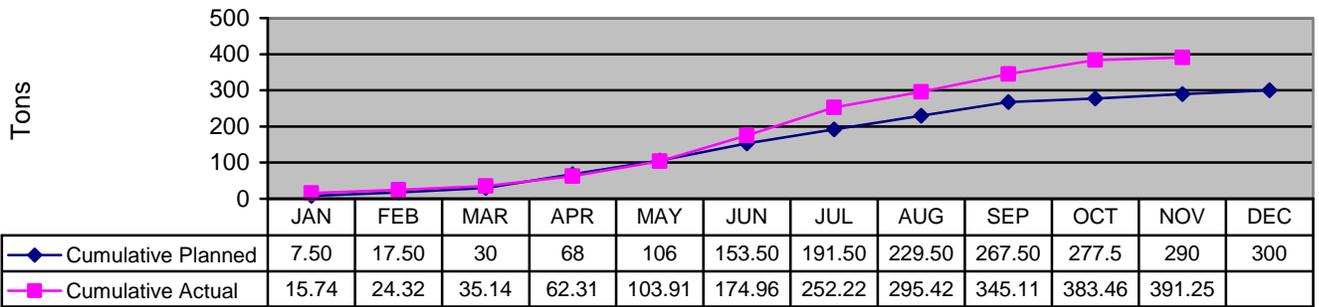


Sign Installation and Replacement

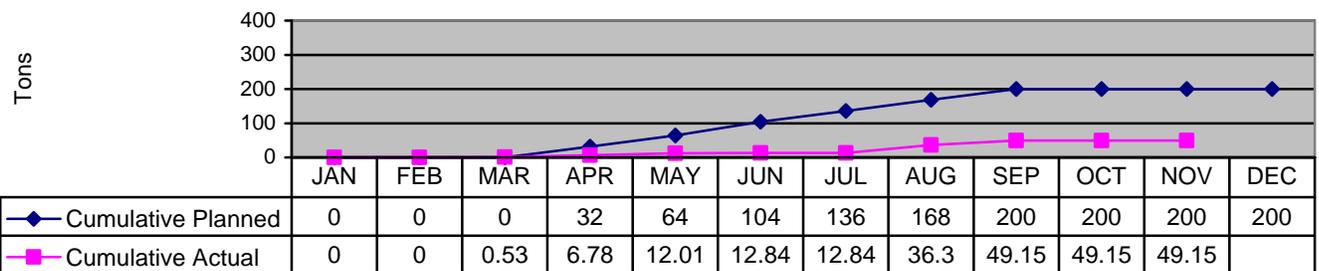


Pavement Maintenance

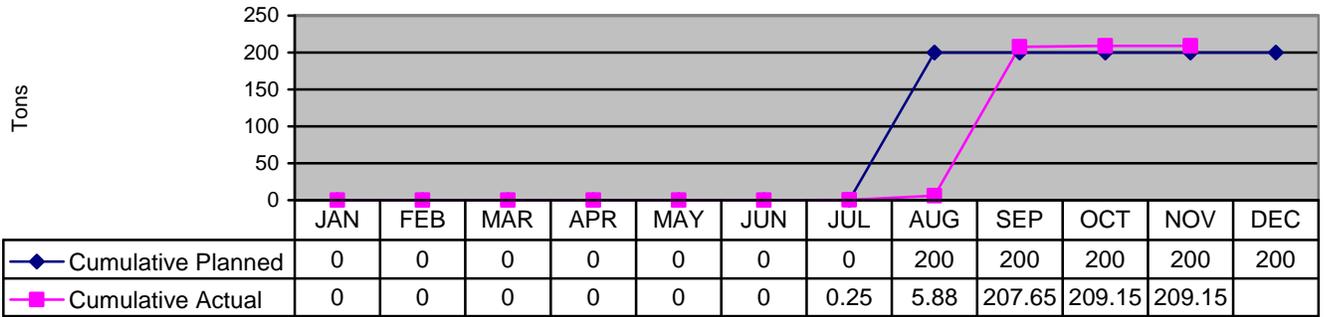
Pothole Patching



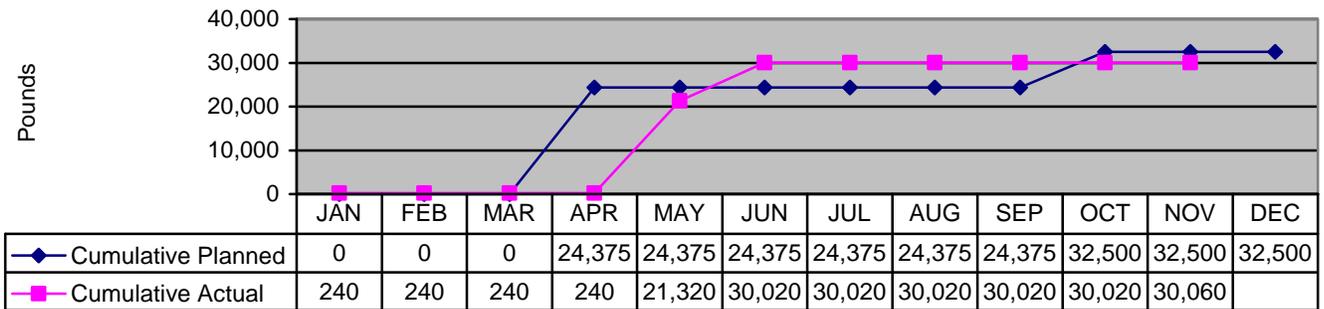
Patch Back



Major Patching

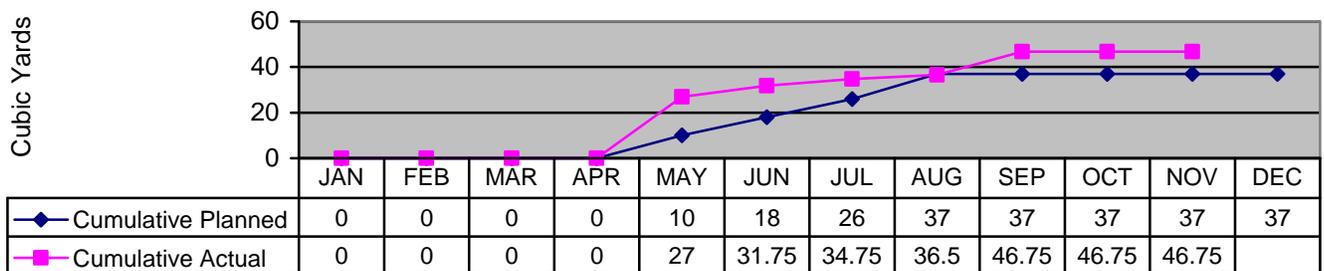


Crack Seal

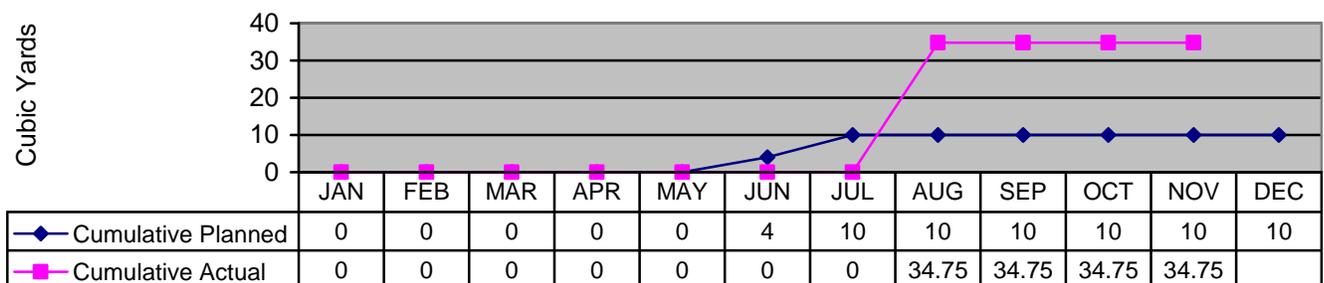


Concrete Replacement

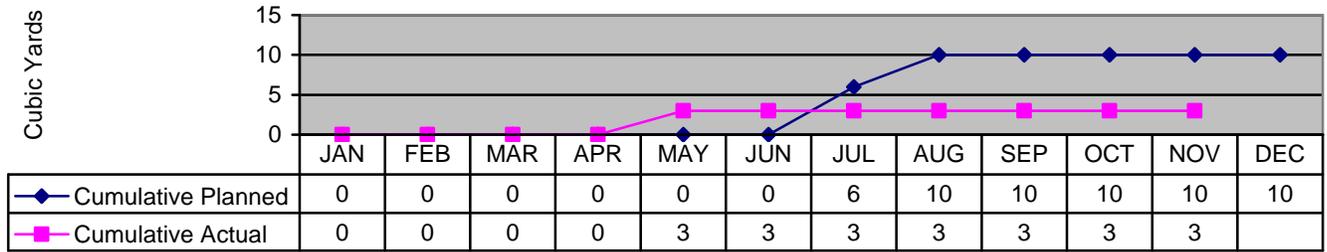
Sidewalk



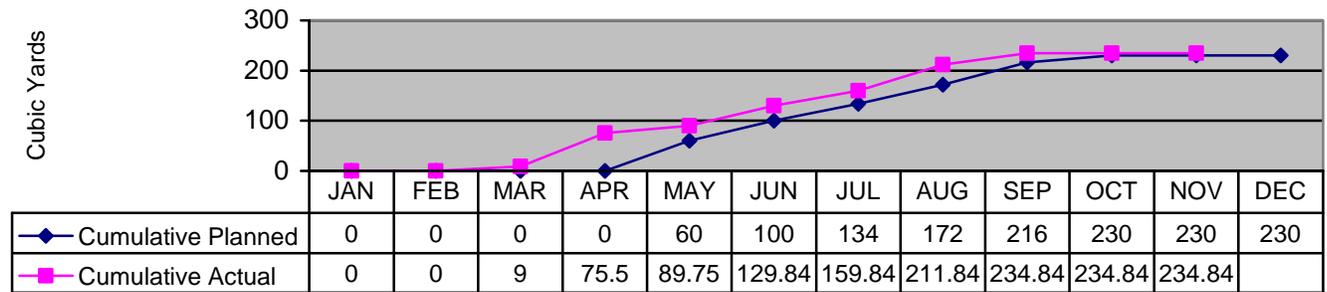
ADA Ramps



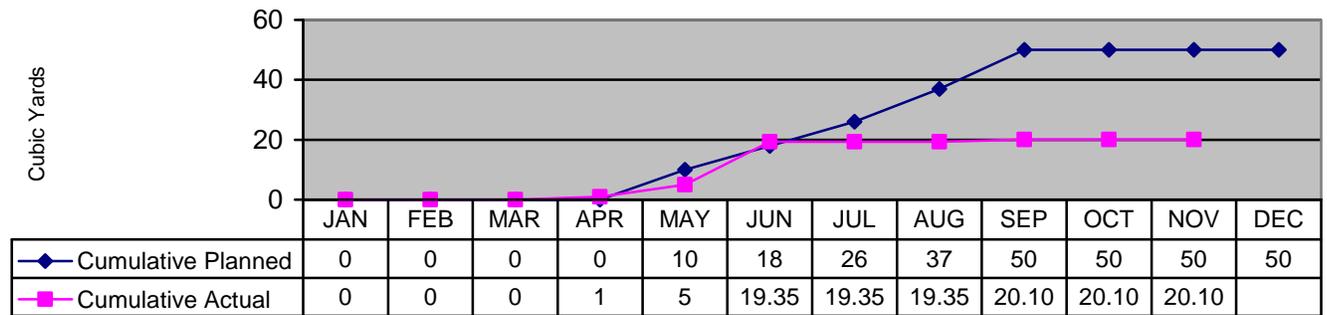
Crosspans and Aprons



Curb, Gutter and Sidewalk Combination

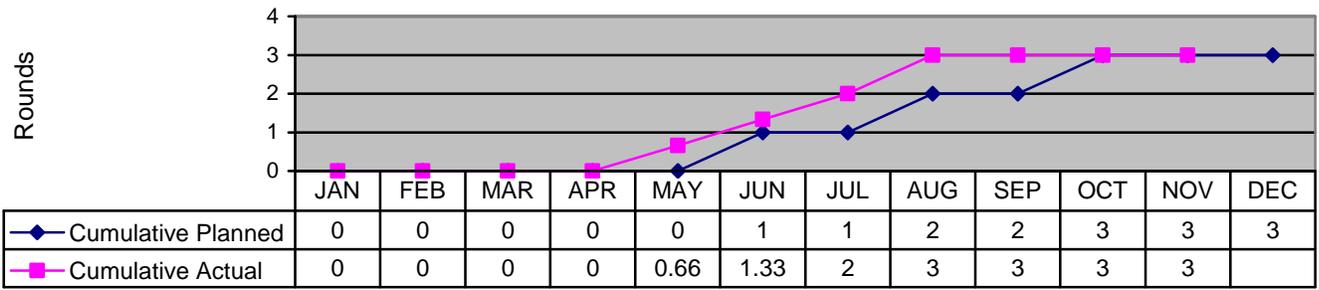


Curb and Gutter

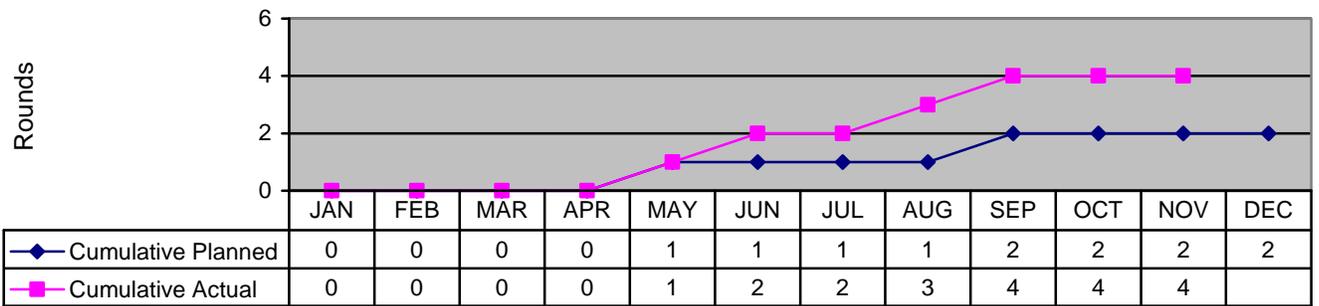


Mowing, Debris and Weed Control

Mowing and Debris Control

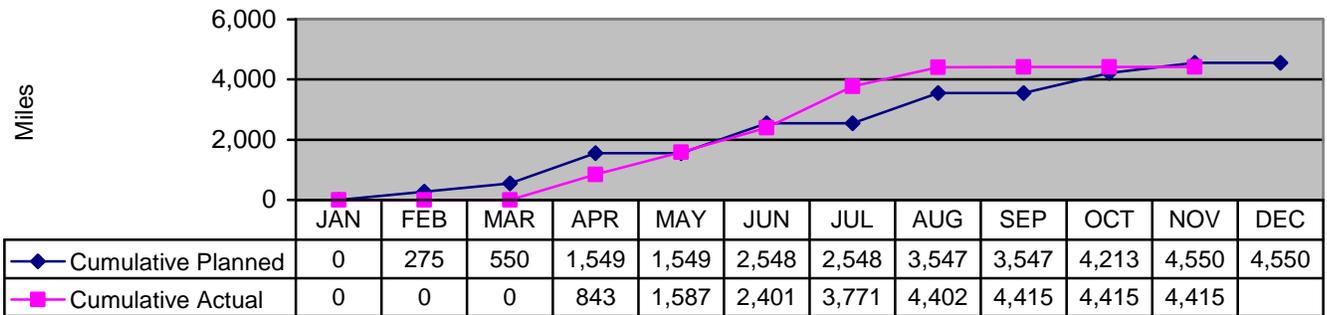


Weed Control - Spraying

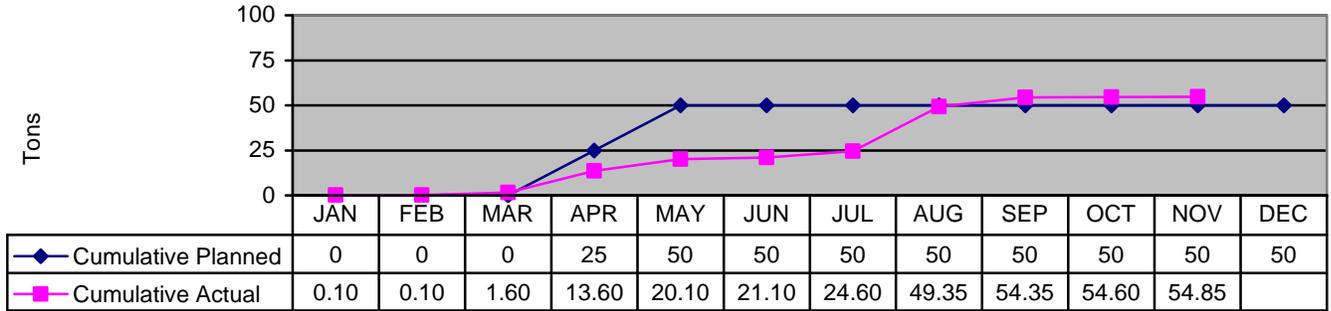


Street Sweeping and Gravel Maintenance

Street Sweeping



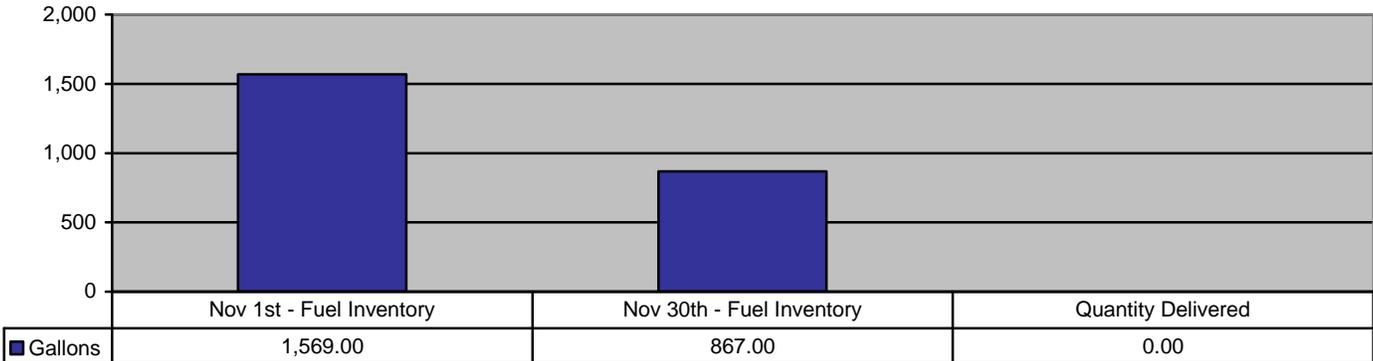
Gravel Maintenance



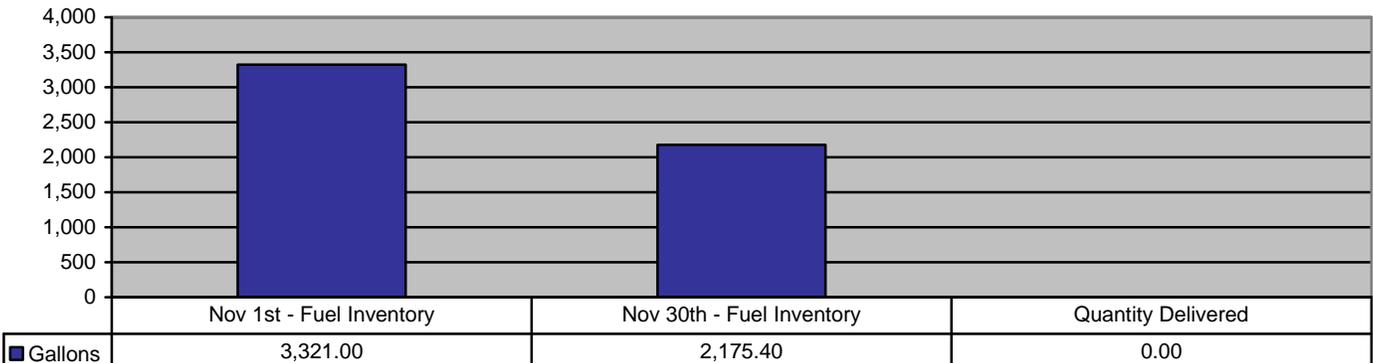
Fuel Inventory

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

Unleaded Fuel



Diesel Fuel



Snow Material Inventory Period 11/1/10 to 11/30/10

Material	Beginning Inventory (Tons)	Delivered This Period (Tons)	Used This Period (Tons)	Ending Inventory (Tons)
Liquid Material				
Apex (MgCl)	0	0	0	0
Solid Material				
Deicer (Salt & Ice Slicer)	1,717	1,002	(125)	2,594
Anti Skid (Sand/Salt Mix)	309	0	0	309
Total	2,026	1,002	(125)	2,903

City Material 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.

An ACS invoice for Animal Services was included in the previous report. The amount has been adjusted and the remaining balances are listed below. **Bold** denotes revised budgets.

	2010 Revised Budget	Previous Balance	Invoice Amount Received This Month	Remaining Balance
Animal Cremation Services	\$ 5,000.00	\$ 4,820.00	\$ 180.00	\$ 4,640.00
Asphalt/Coldmix	\$ 41,700.00	\$ 10,479.81	\$ 354.21	\$ 10,125.60
Deceased Animal Pick-Up (Large Animals)	\$ 5,000.00	\$ 4,130.00	\$ 350.00	\$ 3,780.00
Fuel	\$ 137,000.00	\$ 59,454.84	\$ -	\$ 59,454.84
Mosquito Control	\$ 37,960.60	\$ 3,500.60	\$ -	\$ 3,500.60
Snow Materials	\$ 299,000.00	\$ 102,831.82	\$ 96,070.09	\$ 18,261.73
Traffic Signal Maintenance	\$ 216,609.00	\$ 31,024.93	\$ 29,538.10	\$ 52,720.83

*The Budget amount for Animal Cremation Services has been reduced to \$5,000 due to \$2,000 of the budget belongs to Animal Services.