



Public Works Department
Operations and Traffic Engineering
Monthly Report –November 2013

ACTIVITY

- [Citizen Response Center](#) – The total number of calls to 303.325.8000 and web requests received were 1,438.
- [Requests by Department](#) – The total number of work requests received were 1,524.
- [Compliance Summary](#) – Field and Traffic Services work requests were completed with 93%-100% compliance.
- [Right-Of-Way Permits](#) – There were 39 permits issued in November.
- [Traffic Maintenance](#) – 558 street name signs were replaced with the blue signs.
- [Pavement Maintenance](#) – November pothole patching required 75 tons of asphalt.
- [Concrete Replacement](#) – No activities to report.
- [Street Sweeping and Gravel Maintenance](#) – 2,172 curb miles were reported for the month.
- [Mowing and Weed Control](#) – None to report.
- [Snow Removal Activities](#) – 446 CDL hours were reported for the month.
- [2013 Performance Measures](#) – Field Services and Traffic Engineering Services Activities
- [Fuel Inventory](#) – No deliveries to report.
- [Snow Material Inventory](#) – 4,900 gallons of brine, 66 tons of salt and 66 tons of ice slicer.
- [City Budgets](#) – Reflects the revised budget.

REVENUE

The November right-of-way permit revenue, excluding pavement restoration fees, was \$19,427.

PUBLIC WORKS MAJOR ACTIVITIES

- Installation of Solar Street light for Infill Street Light Program application
- Installation of 2013 street name signs
- Completion of 2013 Crash Analysis study
- C-470 Coalition study
- 2013 Signal Warrant Study
- Project submittal for ITS Pool call for projects
- TMP presentation to Planning and Zoning Commission

A LOOK AHEAD

- Completion of 2013 Signal Warrant Analysis
- Ballot submittal for Highlands 460 NTMP project
- Installation of 2013 street name signs
- Move in to Eagle St facility
- Advertise Briarwood / Potomac signal construction
- Delivery of materials for Willow Creek NTMP project
- TMP adoption

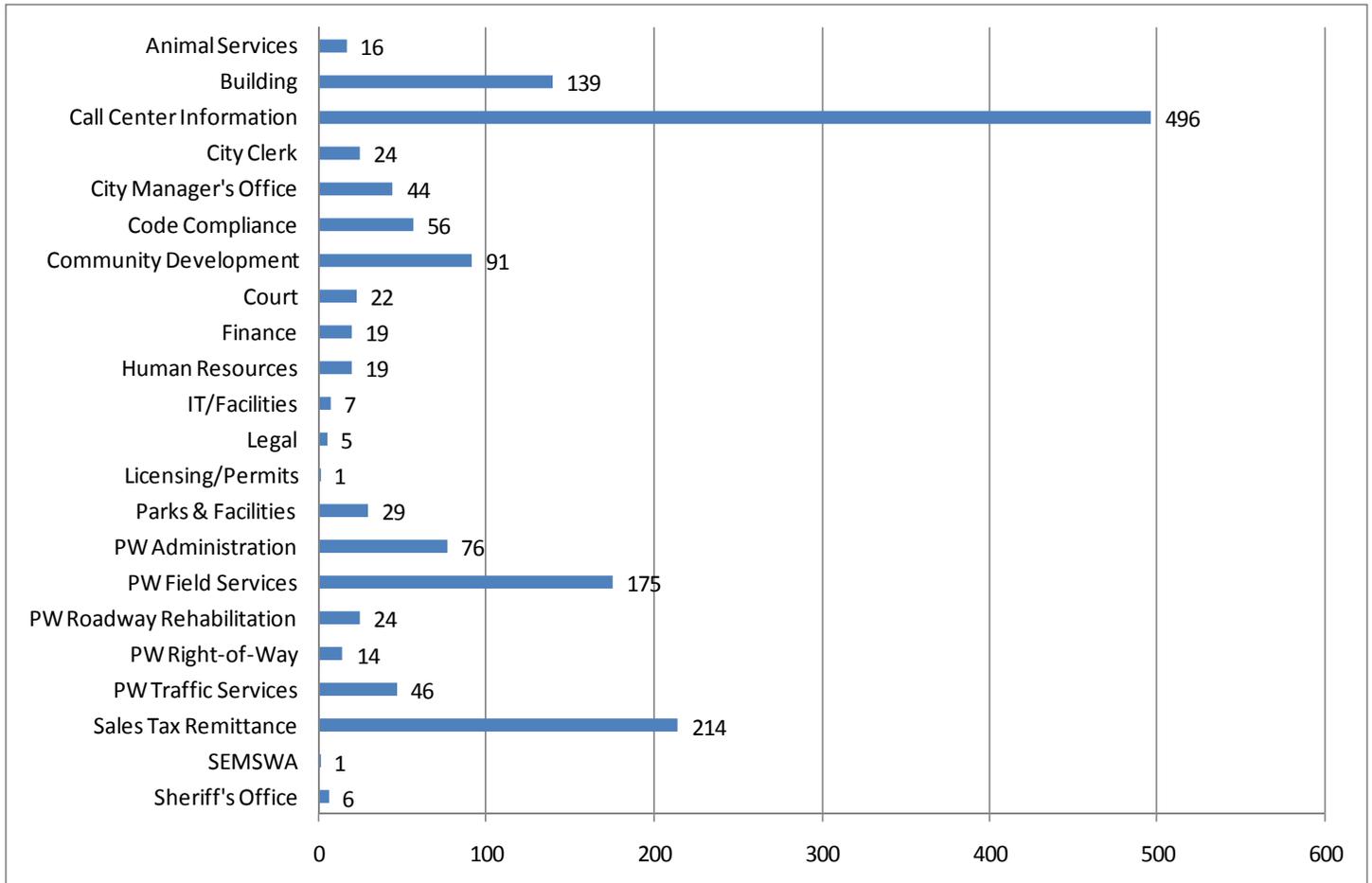
Citizen Response Center

In November, the number of phone calls and web requests received by the City’s 24-Hour Citizen Response Center, 303.325.8000, was 1,438; 88 were web requests. Only 28 calls were routed to the answering service during business hours and a total of 156 calls were received after business hours. Overall, for the month of November, the Citizen Response Center had a 92% compliance metric of answering phone calls within 120 seconds and a 92% metric of responding to or acknowledging non-emergency citizen requests within a 24-hour period.

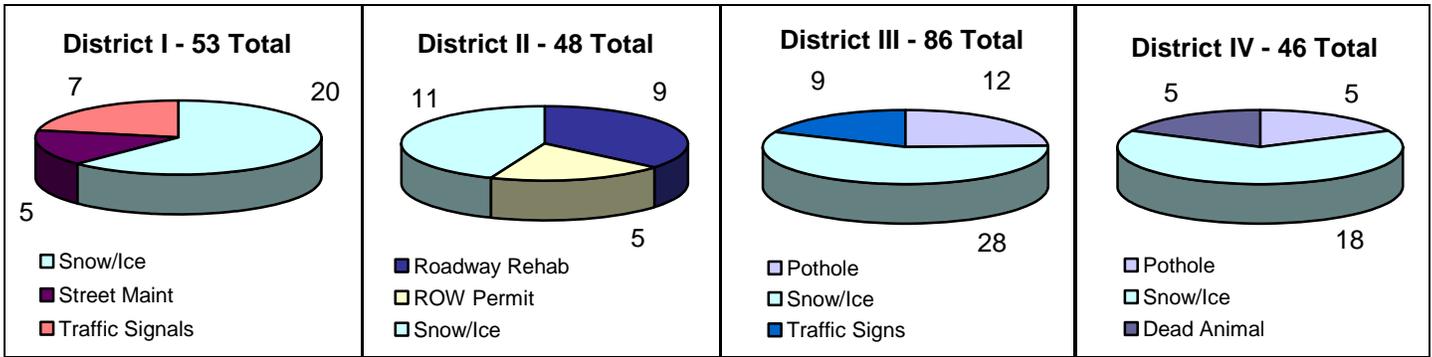
November 2013	Week 1	Week 2	Week 3	Week 4	MTD
	Nov 1-8	Nov 9-15	Nov 16-22	Nov 23-30	
Web Requests	14	14	51	9	88
Total Calls Handled by the Citizen Response Center	433	340	428	149	1,350
Total Metric for the Citizen Response Center	447	354	479	158	1,438
Total Calls Rolled Over to Answering Service <i>During</i> Business Hours	4	4	11	9	28
Total Calls Rolled over to Answering Service <i>After</i> Hours	17	71	31	37	156

Requests Received by Department

The work requests received by the City for the month of November were 1,524.



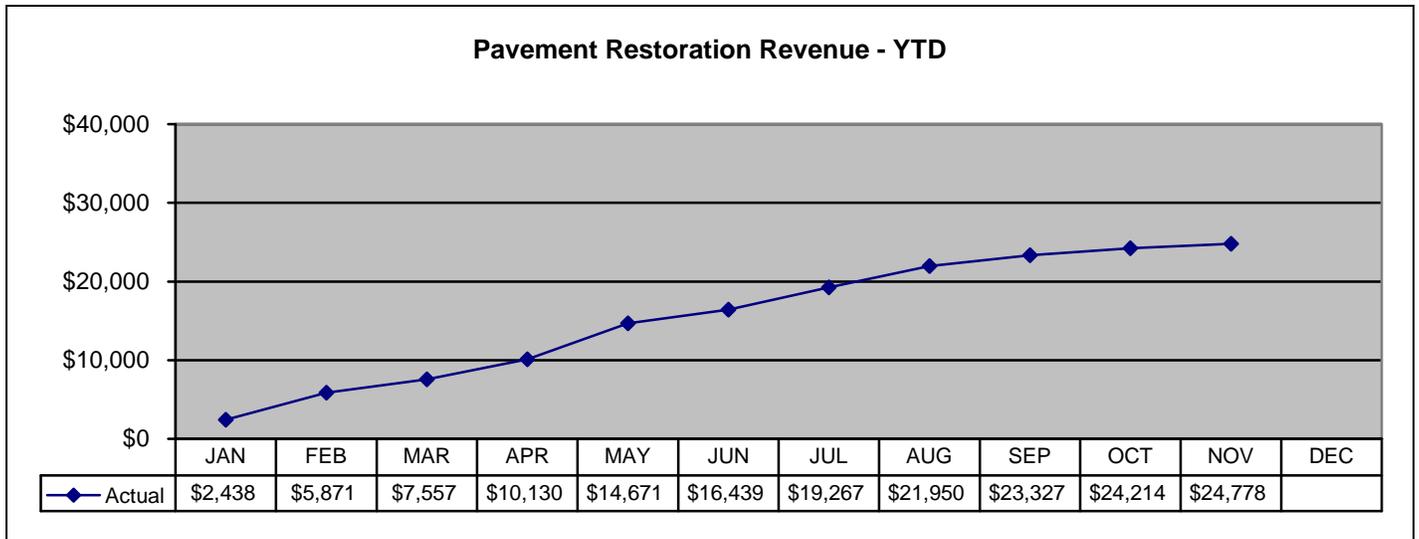
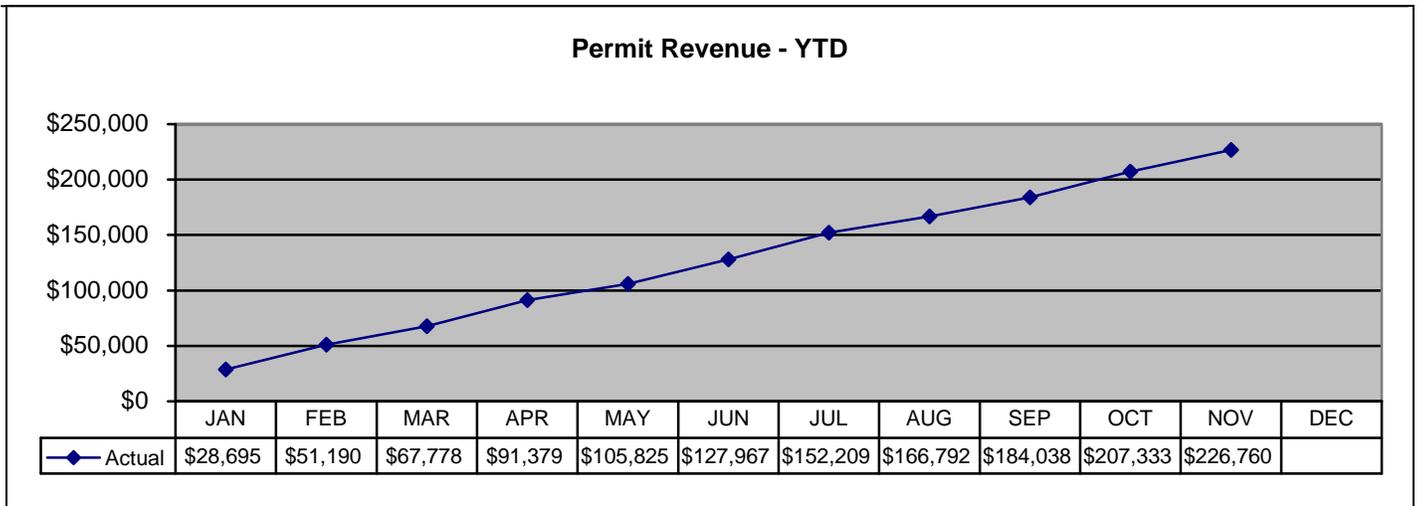
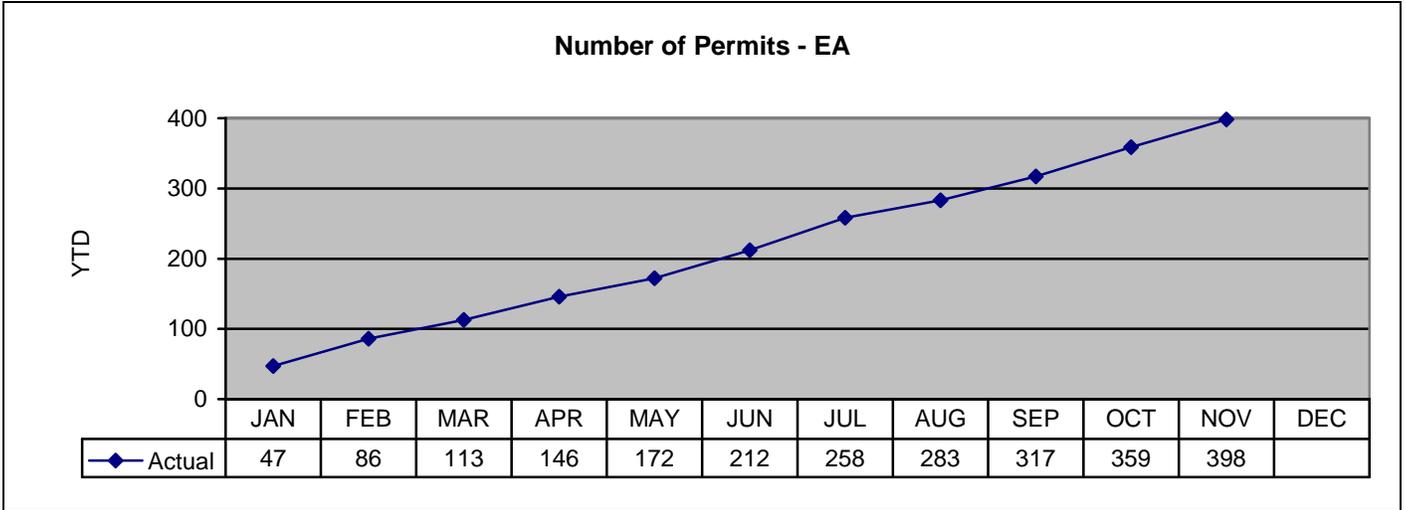
Top 3 Work Request Issues by District



Work Request Compliance Summary

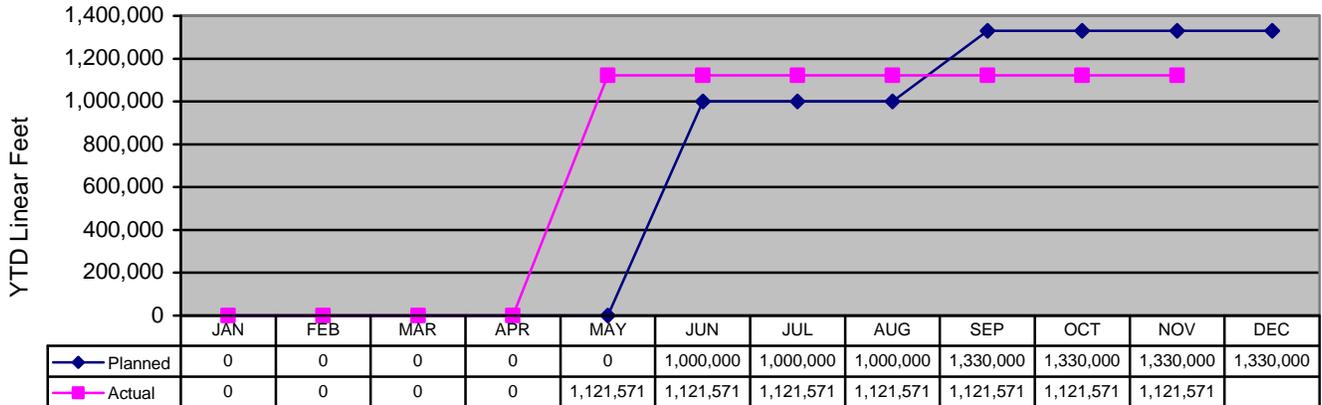
Field and Traffic Services					
Work Request by Priority	Received Total	Compliance Standard	Completed in Compliance	Compliance %	Average Days to Close
1 - Urgent (Completed within 24 Hours)	41	90%	41	100%	0
2 - Important (Completed within 3 Business Days)	42	90%	39	93%	1
3 - Standard (Completed within 10 Business Days)	76	90%	76	100%	1
4 - Preventative Maintenance (Scheduled Work)	76	N/A	N/A	N/A	N/A
5 - Street Rehabilitation	22	N/A	N/A	N/A	N/A
Grand Total	257				
Citizen Response Center					
Calls Answered Within 2 Minutes	Total Calls		Compliance Standard		Compliance %
	1,350		80%		92%

Right-Of-Way Permits

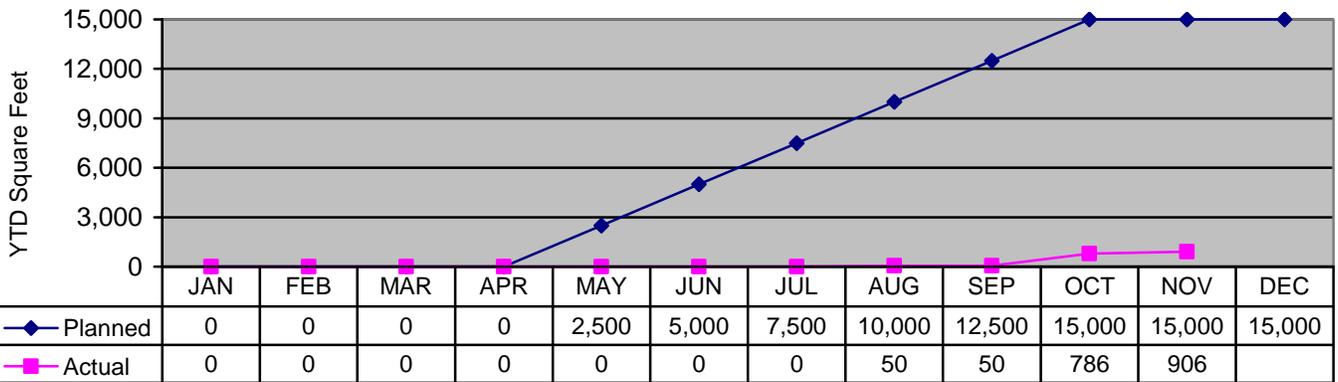


Traffic Maintenance

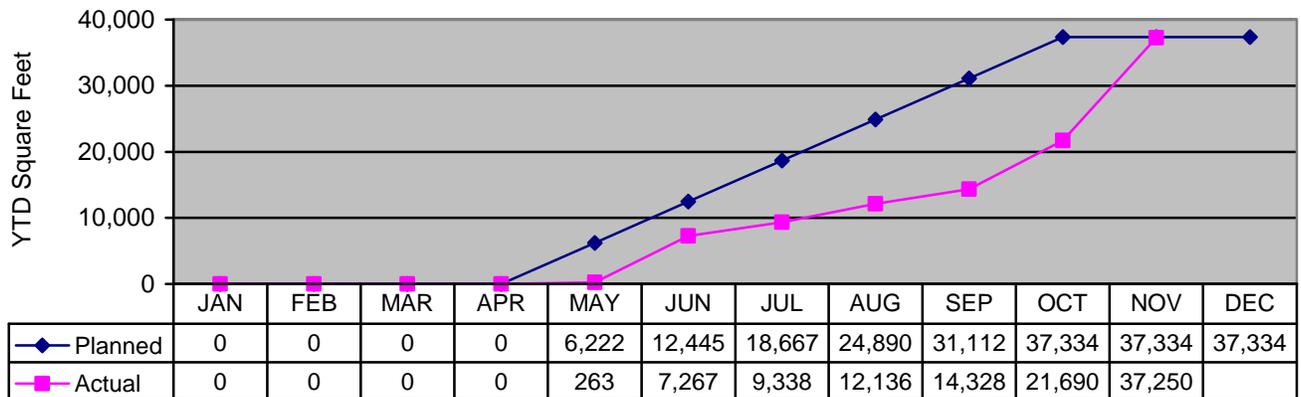
Lane Striping - 1,330,000 LF



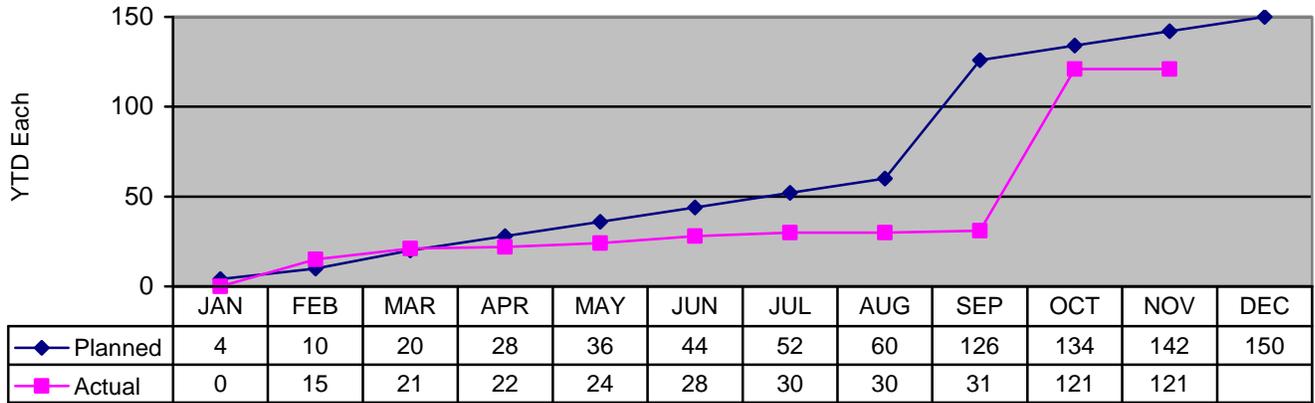
Thermoplastic Crosswalks and Stopbars - 15,000 SF



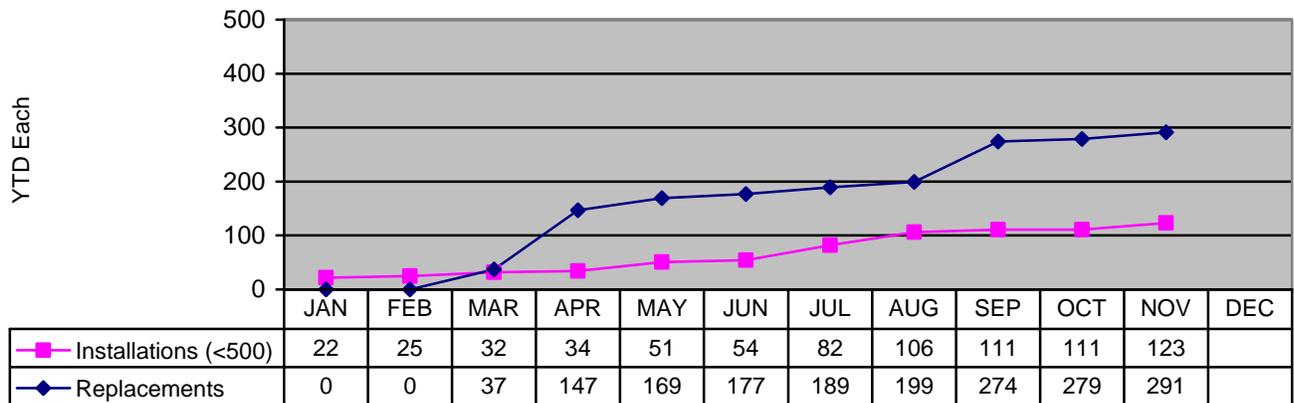
Acrylic Paint Crosswalks and Stopbars - 37,334 SF



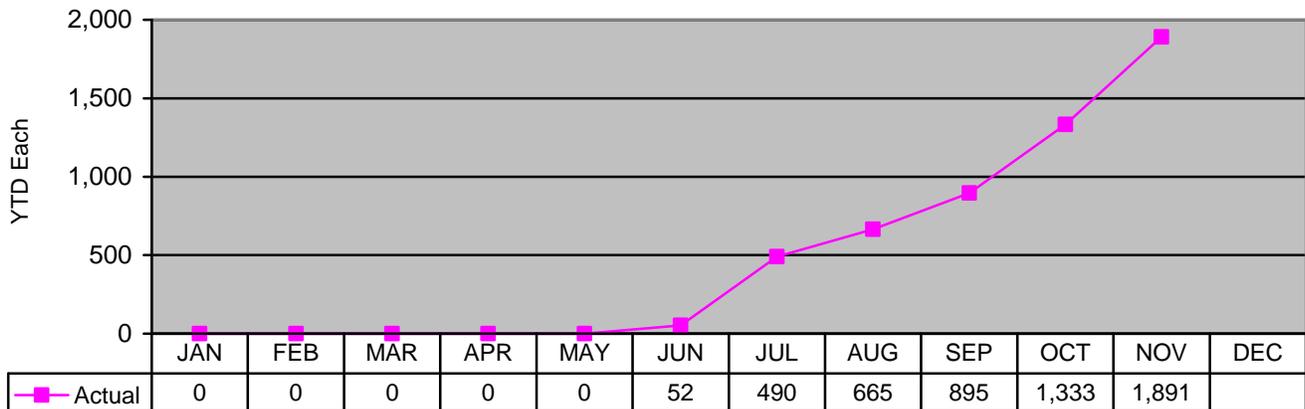
Traffic Counts - 150 EA



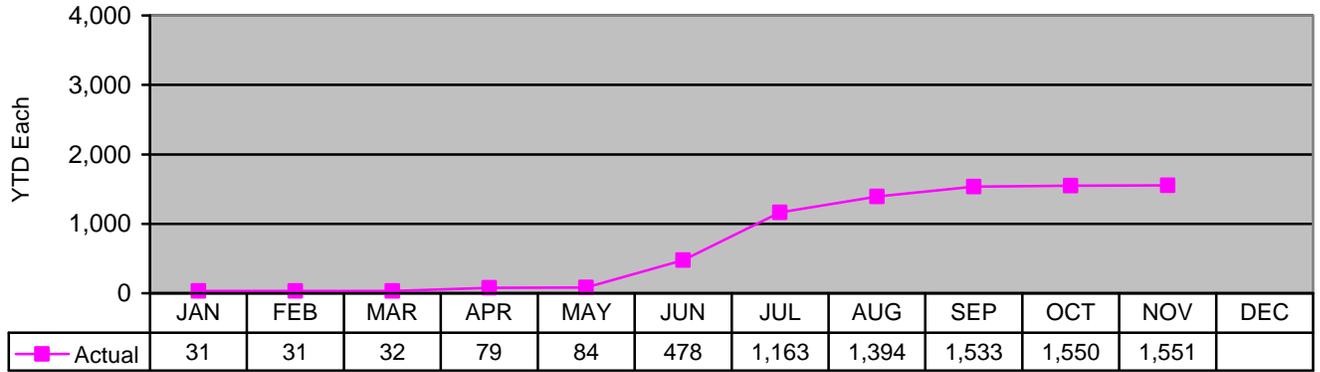
New Sign Installation/Replacements



Street Name Sign Replacements (Blue Signs) - EA



Sign Inspections - Approximately 4,000

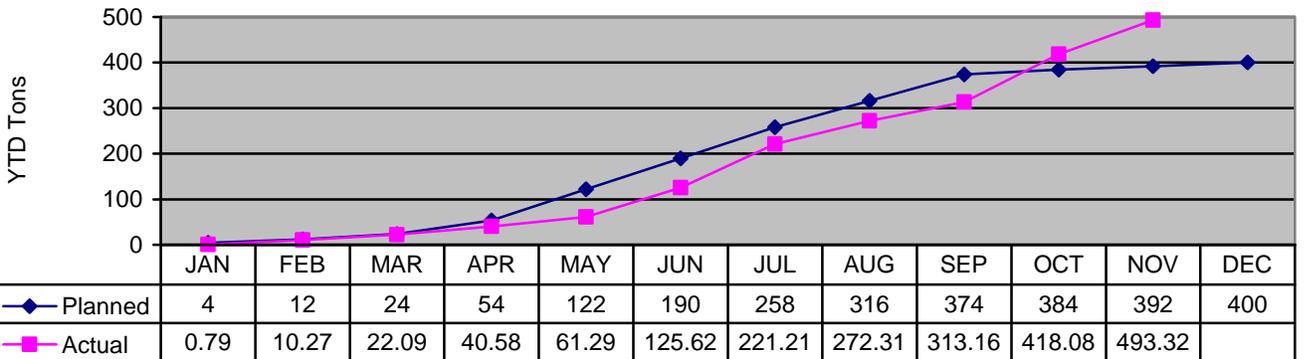


Special Event Permits

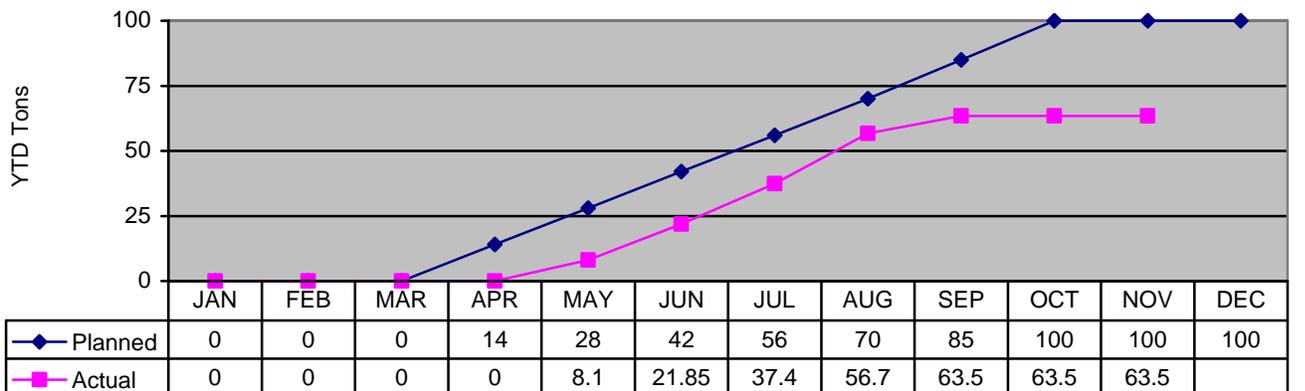
	Q1	Q2	Q3	Oct	Nov	YTD
Average Review Time	4 Days	8 Days	8 Days	8.5 Days	0 Days	6 Days
Number of Permits	1	10	19	2	0	32

Pavement Maintenance

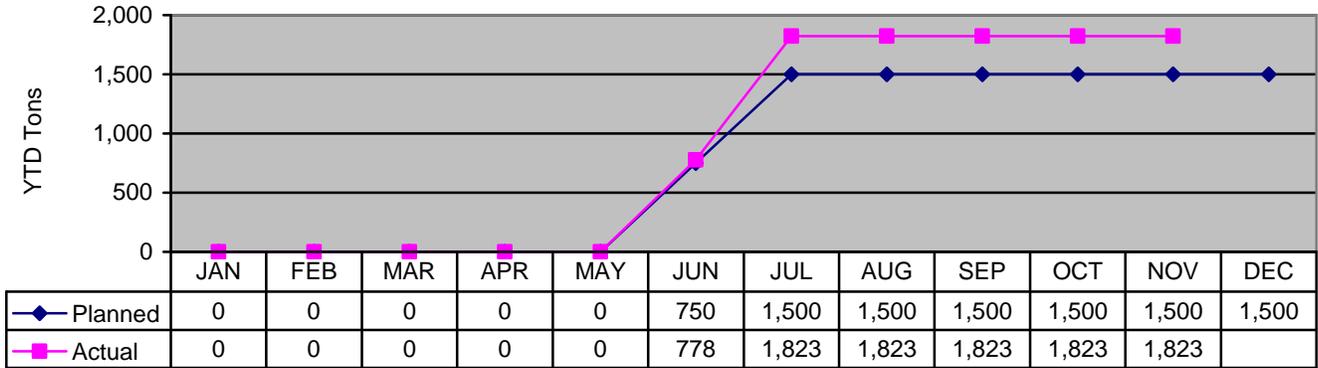
Pothole Patching - 400 Tons



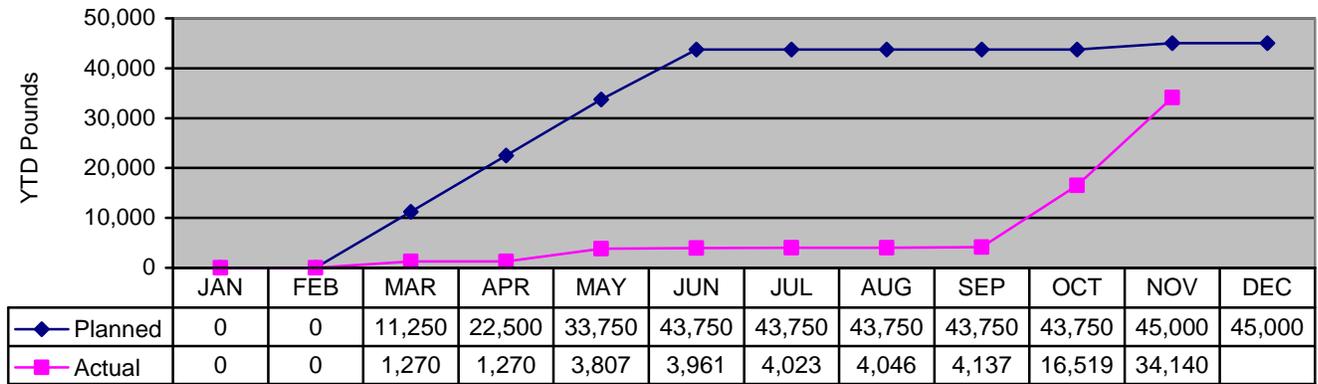
Patch Back - 100 Tons



Major Patching - 1,500 Tons

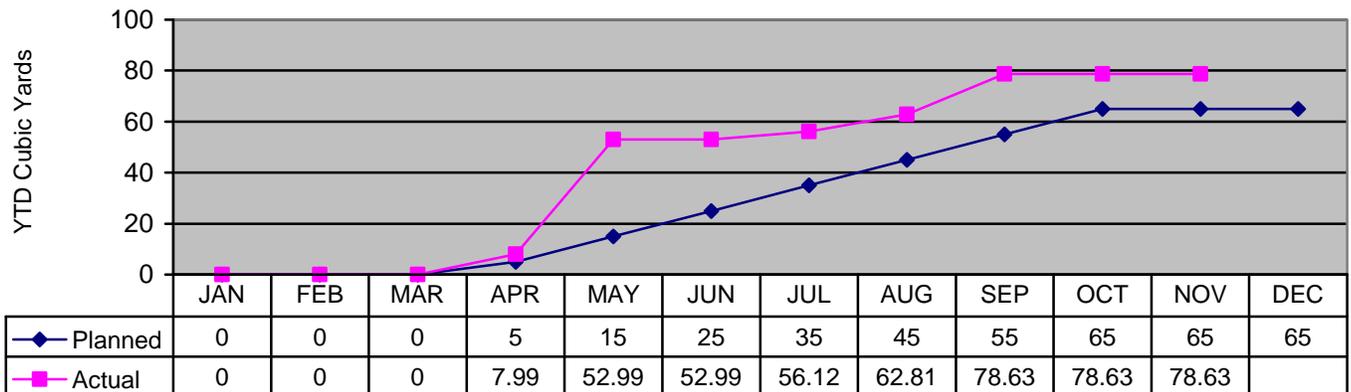


Crack Seal - 45,000 LBS

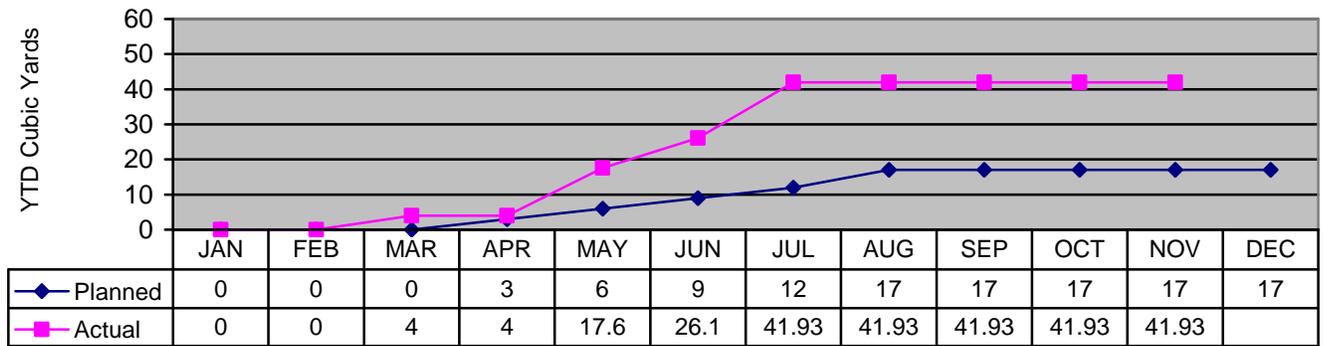


Concrete Replacement

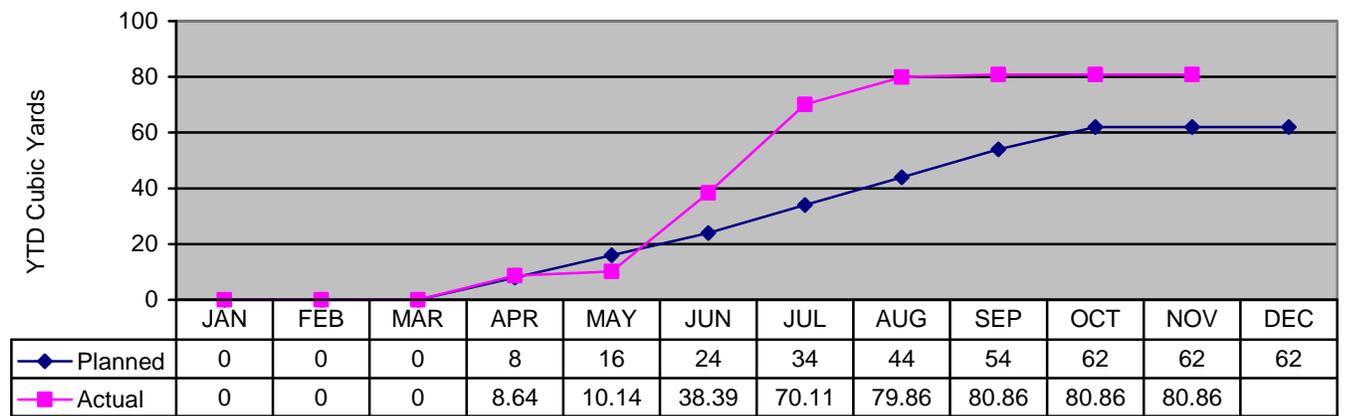
Sidewalk - 65 CY



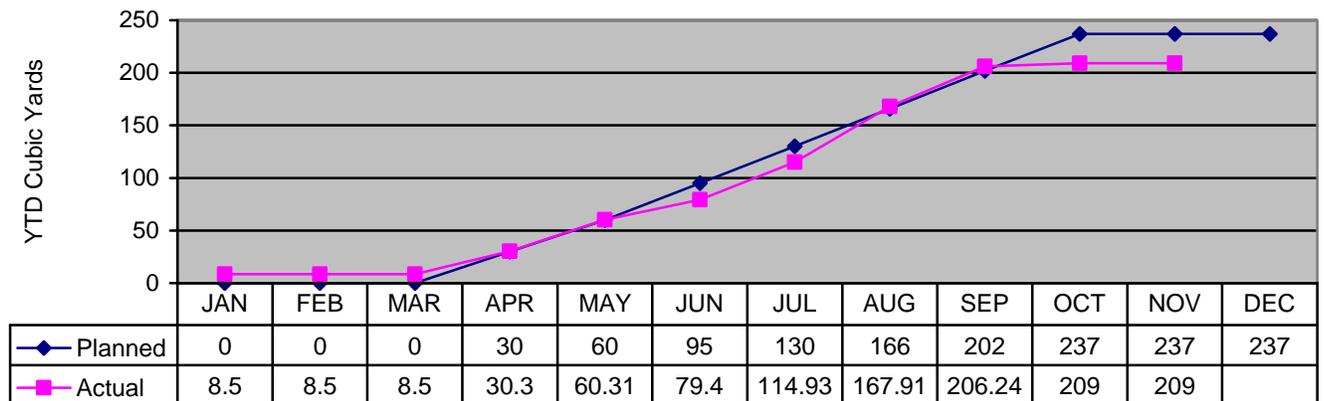
ADA Ramps - 17 CY



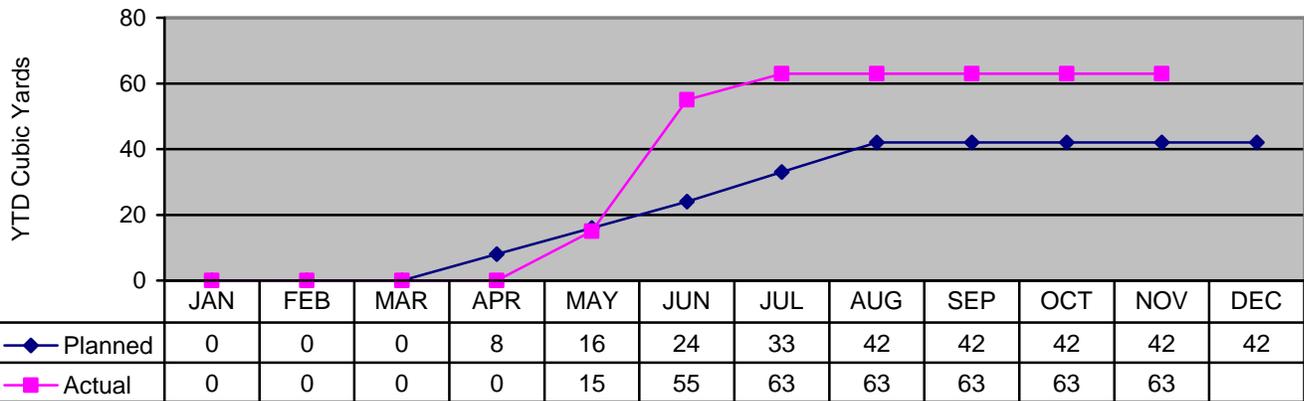
Curb and Gutter - 62 CY



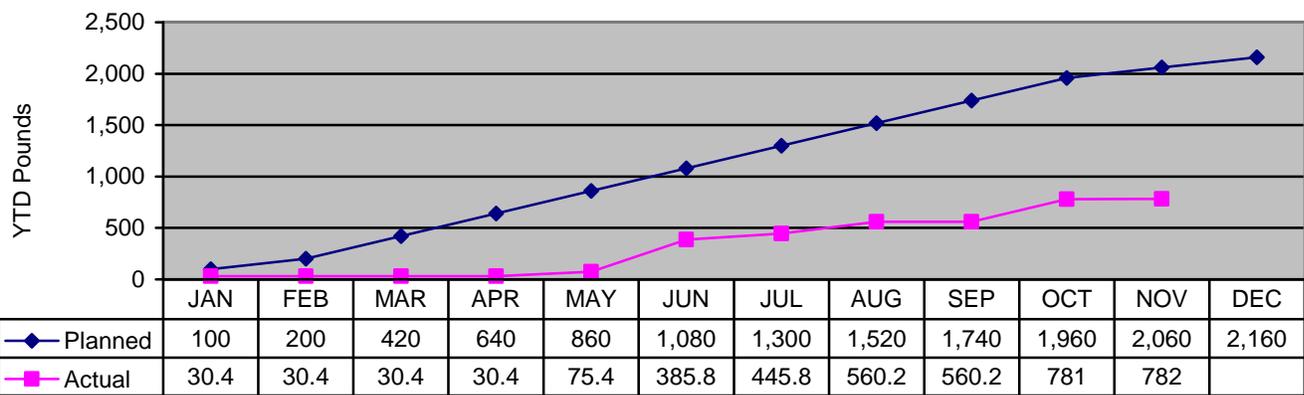
Curb, Gutter and Sidewalk Combination - 237 CY



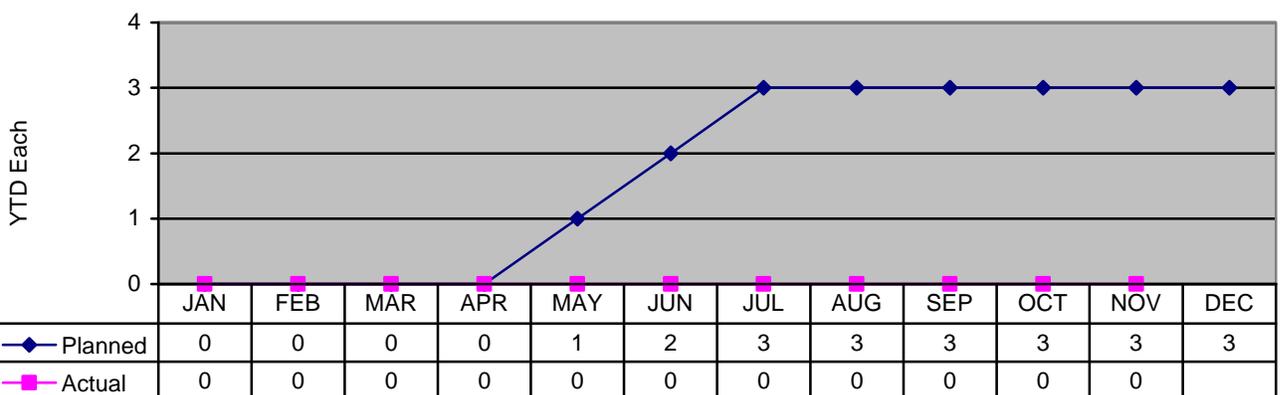
Crosspans and Aprons - 42 CY



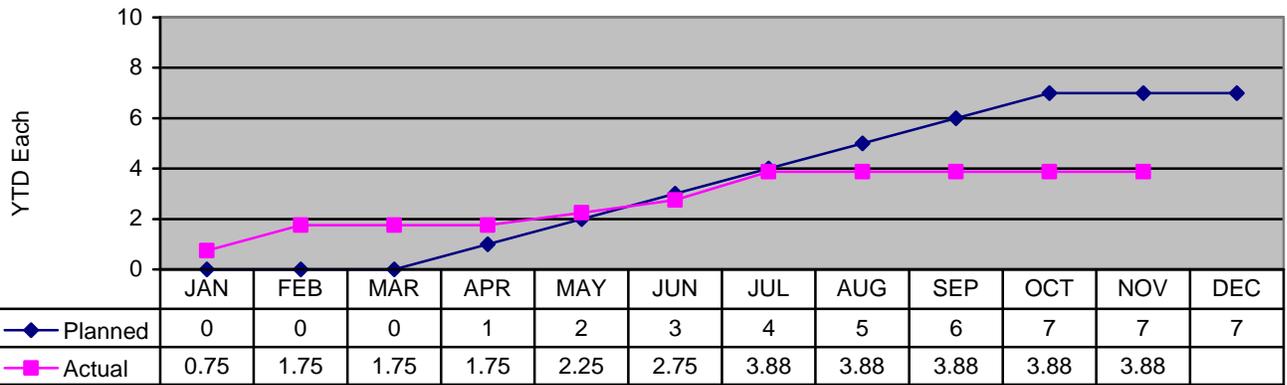
Concrete Patching - 2,160 LBS



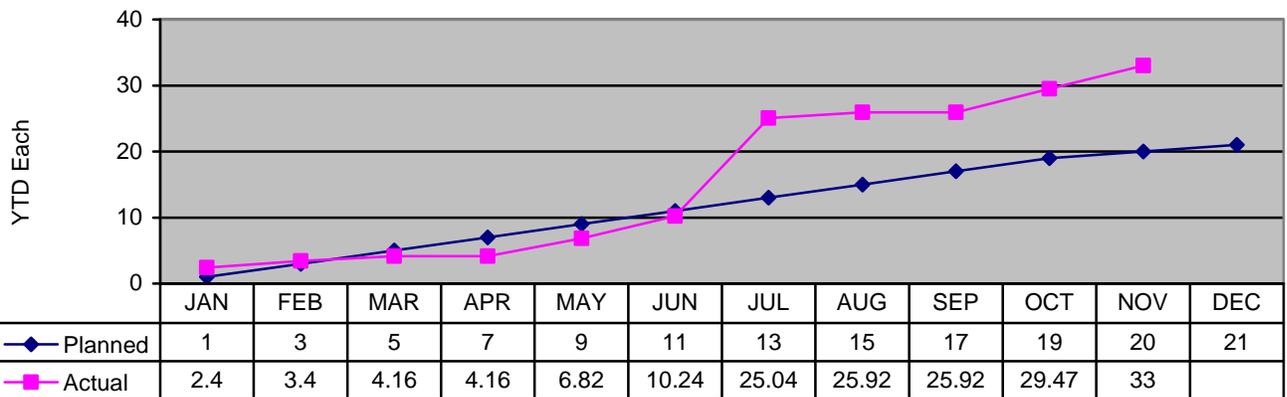
Chase Drains - 3 EA



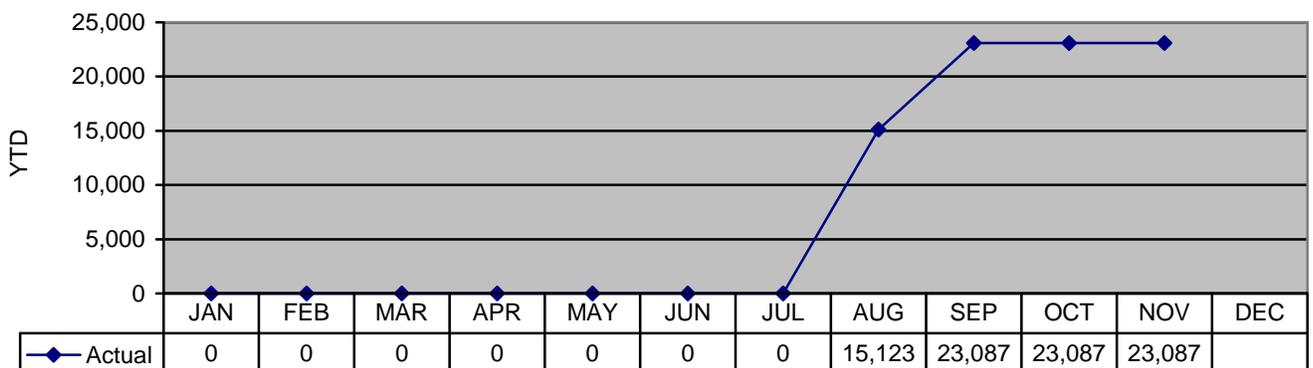
Truncated Domes - 7 EA



Concrete Grinding - 21 EA

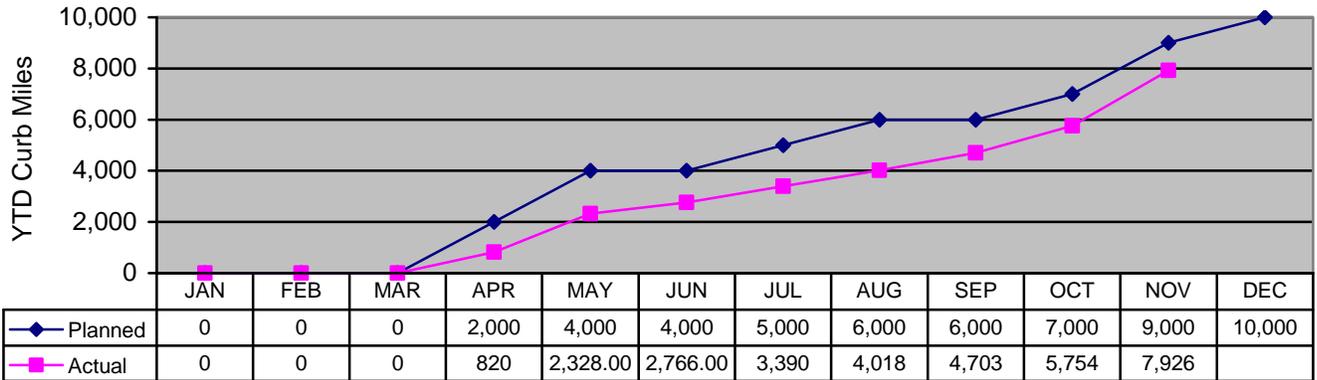


Concrete Joint Replacement - LF

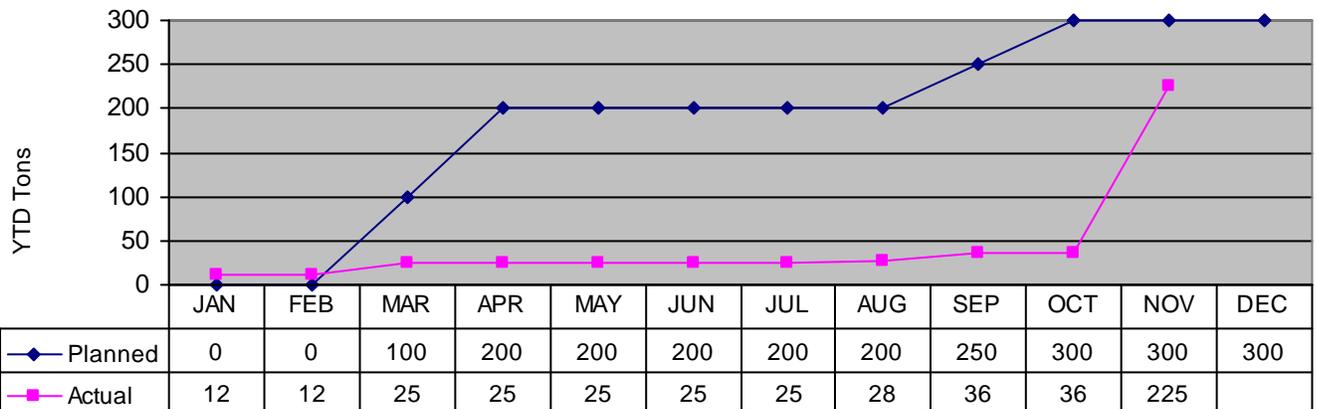


Street Sweeping and Gravel Maintenance

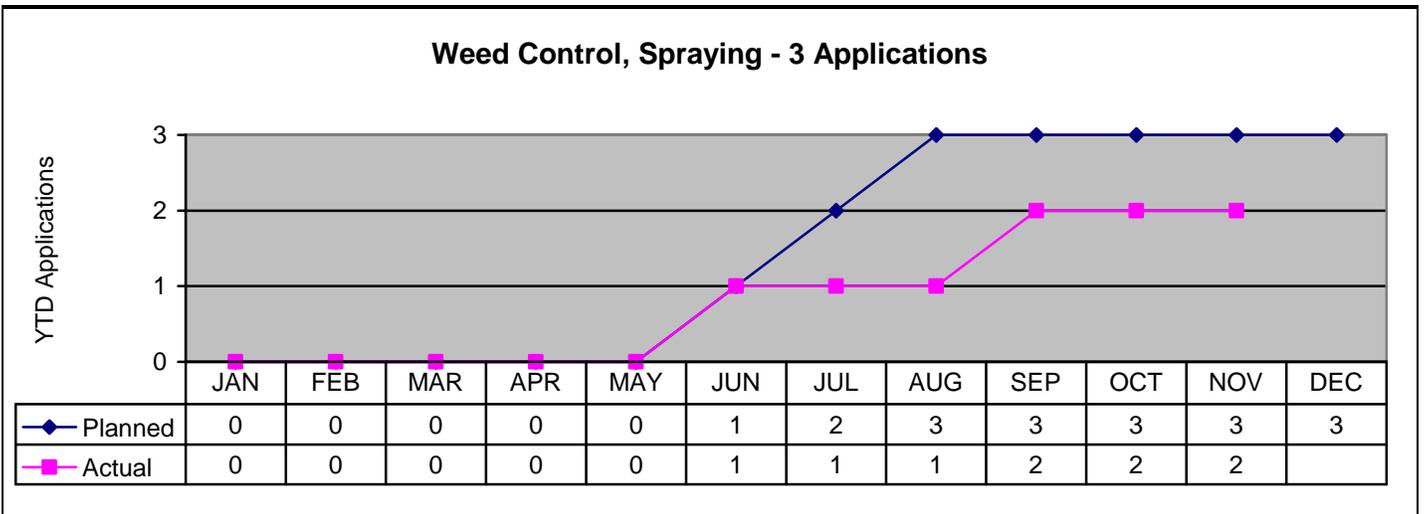
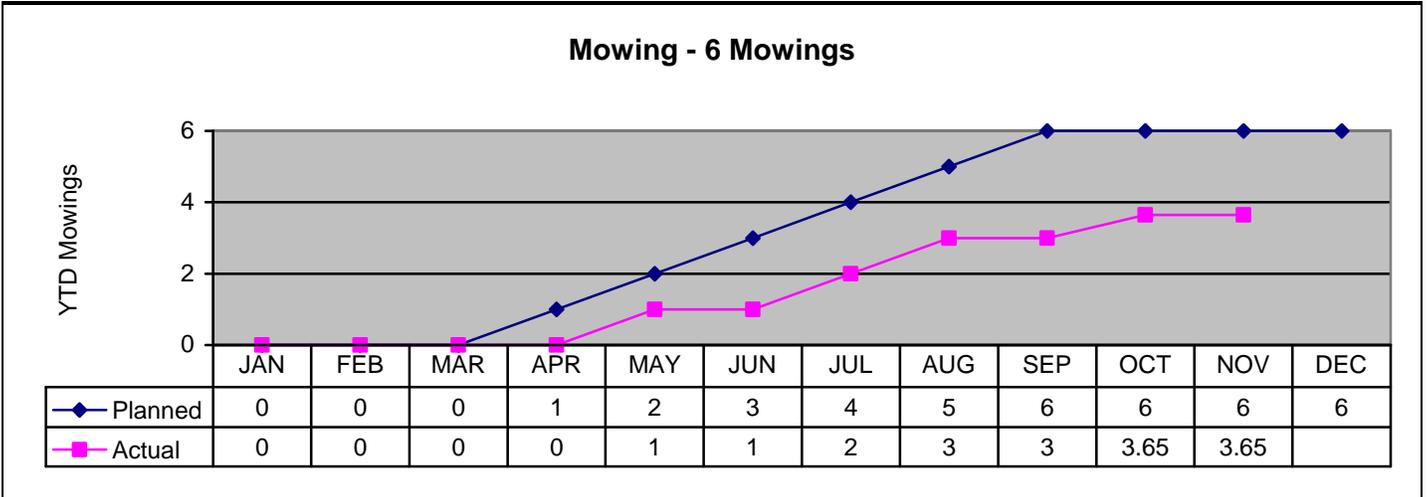
Street Sweeping - 3 Sweeps



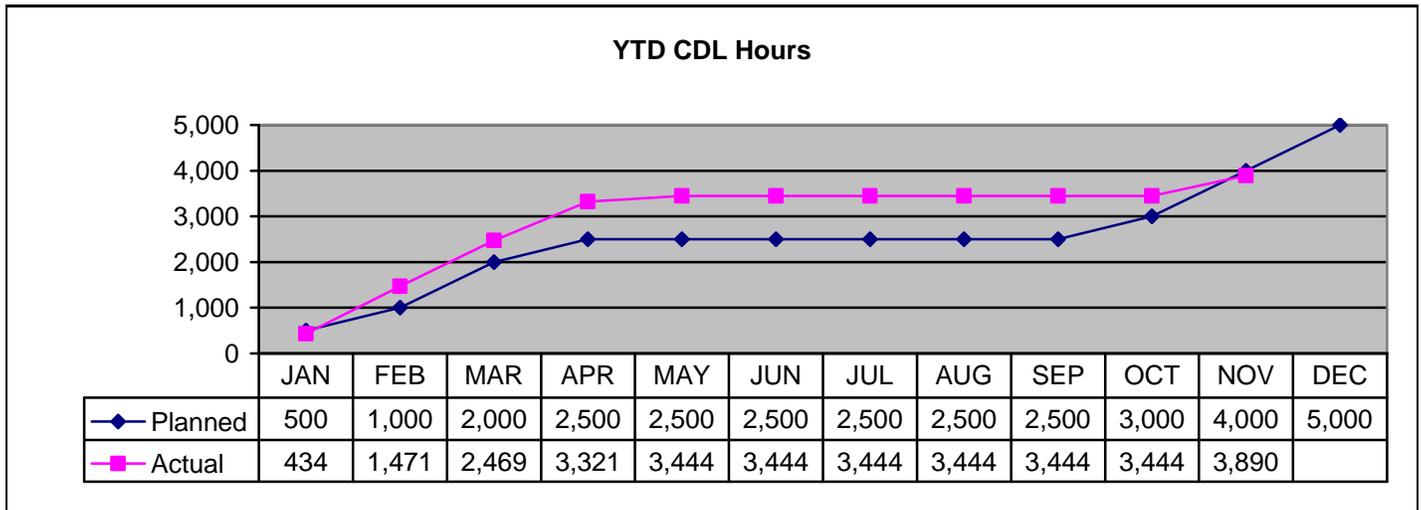
Gravel Shoulder Maintenance - 300 Tons



Mowing, Debris and Weed Control

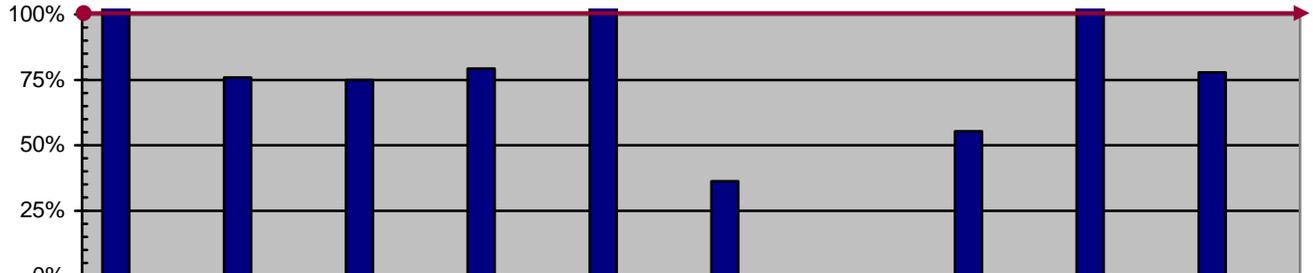


Snow Removal



2013 Performance Measures

Field Services Activities - Percentage of Metric



	Patching	Crack Seal	Gravel	Sweeping	Concrete	Concrete Patching	Chase Drains	Truncated Domes	Concrete Grinding	Snow Removal
■ Percentage	118.97%	75.87%	75.00%	79.26%	111.93%	36.20%	0.00%	55.36%	157.29%	77.80%
■ 2013 Metric	2,000 T	45,000 LB	300 T	10,000 CM	423 CY	2,160 LBS	3 EA	7 EA	21 EA	5,000 HRS
□ Year to Date	2,379 T	34,140 LB	225 T	7,926 CM	473 CY	782 LBS	0	3.88 EA	33 EA	3,890 HRS

Tons = T

Pounds = LB

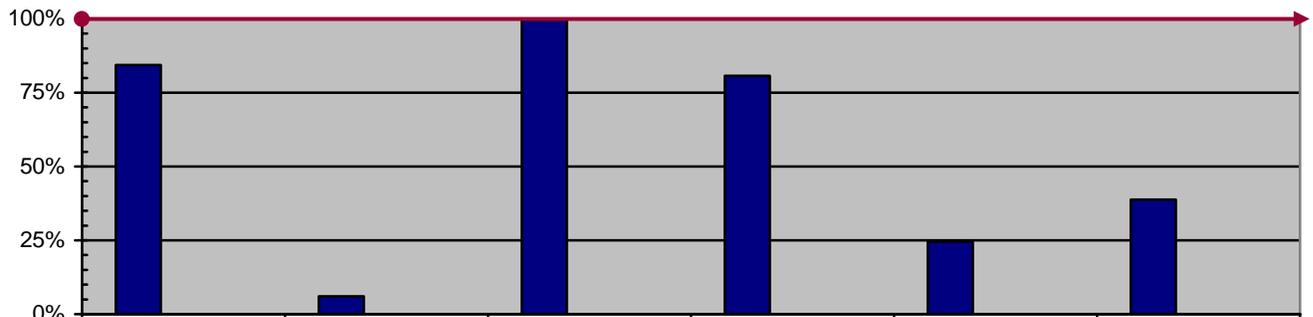
Curb Miles = CM

Cubic Yards = CY

Each - EA

Hours = HRS

Traffic Engineering Activities - Percentage of Metric



	Striping	Thermoplastic Paint	Acrylic Paint	Traffic Counts	New Signs	Sign Inspections
■ Percentage	84.33%	6.04%	99.78%	80.67%	24.60%	38.78%
■ 2013 Metric	1,330,000 LF	15,000 SF	0	150 EA	500 EA	4,000 EA
□ Year to Date	1,121,571 LF	906 SF	37,250 SF	121 EA	123 EA	1,551 EA

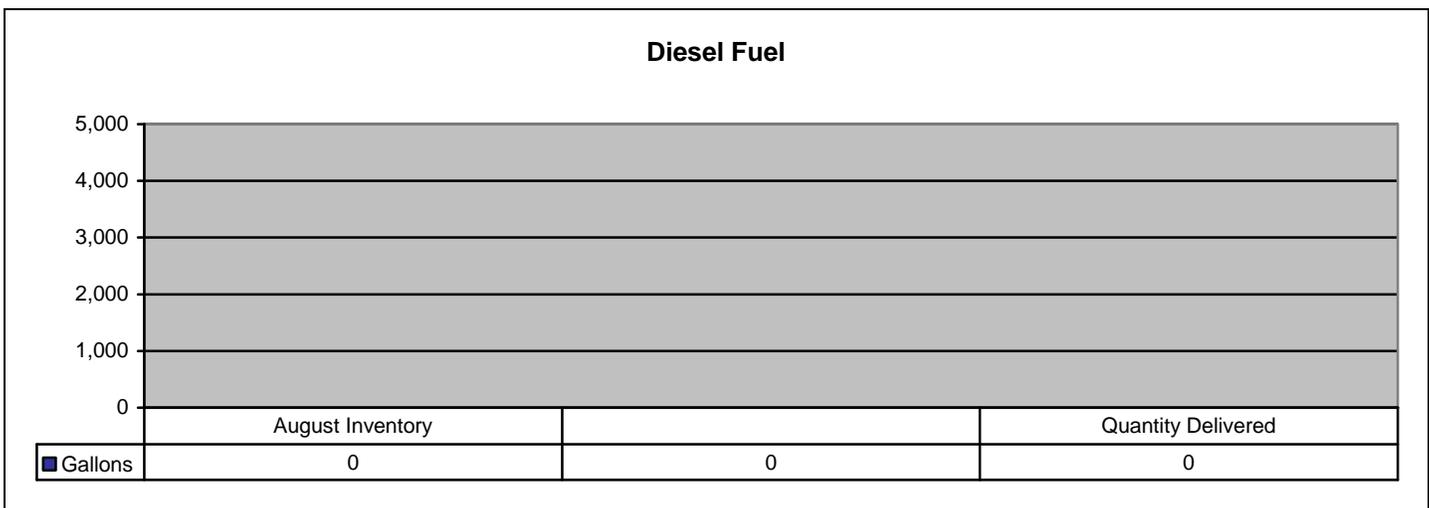
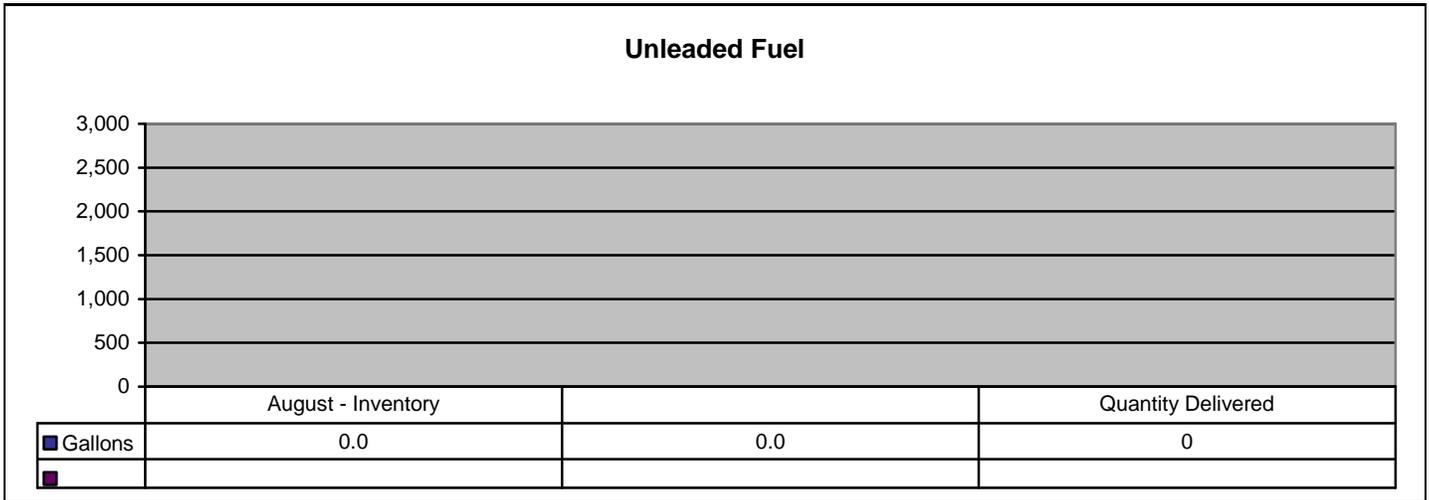
Linear Feet = LF

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. Public Works did not receive fuel deliveries, anticipating the relocation of the fuel tanks to the new Eagle facility.



Snow Material Inventory

(YTD)	Beginning Inventory	Delivered	Used	Ending Inventory
Liquid Material (Gallons)				
APEX (MgCl)	8,933	0	0	8,933
Brine	2,200	2,700	(4,900)	0
Solid Material (Tons)				
Salt	1,549	1,031	(66)	2,477
Ice Slicer	1,500	0	(66)	1,434

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. Below reflects the revised 2013 budget.

	2013 Budget	Year-To-Date Expenditures	Remaining Balance
Animal Disposal			
Animal & Pest Control (Large Animals)	\$ 3,500.00	\$ (3,410.00)	\$ 90.00
Pet Cremation Services (PW)	\$ 1,000.00	\$ (555.00)	\$ 445.00
Asphalt/Coldmix Material	\$ 109,000.00	\$ (102,667.65)	\$ 6,332.35
Fuel	\$ 137,000.00	\$ (122,928.12)	\$ 14,071.88
Mosquito Control	\$ 35,250.00	\$ (35,250.00)	\$ -
Signal Additions/Repairs	\$ 224,590.00	\$ (147,337.02)	\$ 77,252.98
Signal (Pole) Maintenance	\$ 75,000.00	\$ (72,342.50)	\$ 2,657.50
Snow Removal Materials	\$ 342,770.00	\$ (157,524.41)	\$ 185,245.59