

TRANSPORTATION

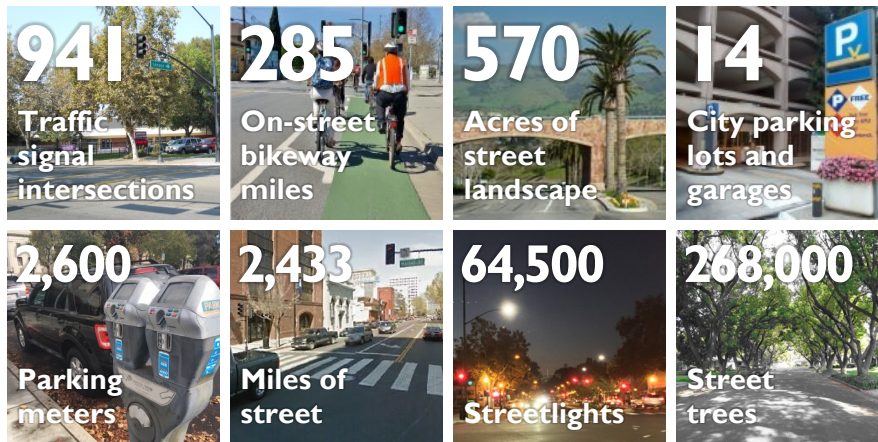
The mission of the Transportation Department is to plan, develop, operate, and maintain transportation facilities, services, and related systems which contribute to the livability and economic health of the City.

TRANSPORTATION

The Department of Transportation (DOT) has eight core service groups to: plan and develop transportation projects; optimize traffic flow and safety; maintain street pavement; maintain traffic signals, signs, markings, and streetlights; maintain street landscapes and street trees; clean and repair sanitary sewers; maintain storm sewers; and maintain public parking. Additional staff provide strategic support, such as budget and information technology services.

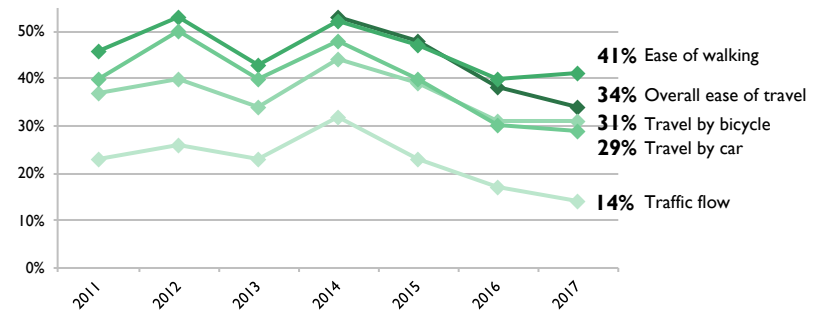
In 2016-17, DOT's operating budget totaled \$88.9 million.* DOT had 447 authorized positions; staffing was 6 percent lower than 10 years ago.

Photo source: Auditor and Department of Transportation

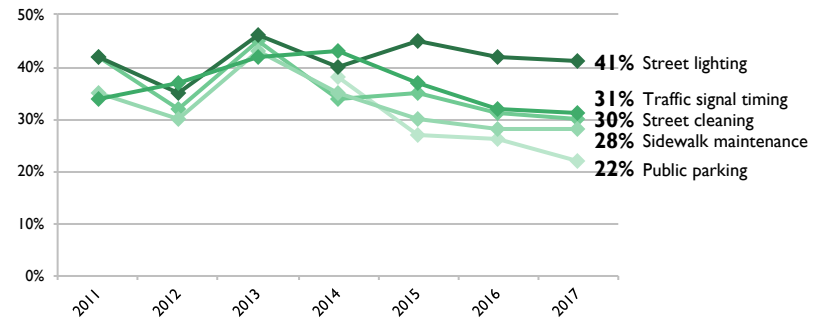


* DOT was also responsible for approximately \$6.6 million of Citywide expenses in 2016-17, including \$3 million related to parking citations/jail courthouse fees and \$2 million for sidewalk repairs. DOT also had authority over \$234 million in special funding and capital improvement programs for parking and traffic.

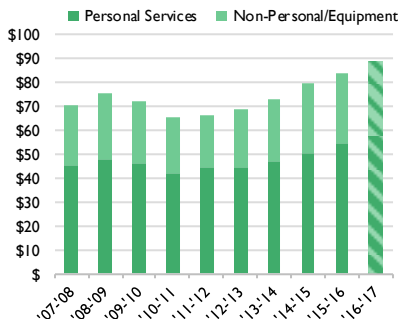
RESIDENT SURVEY
% of San José residents rating ease of travel as "excellent" or "good"



RESIDENT SURVEY
% of San José residents rating transportation-related services as "excellent" or "good"

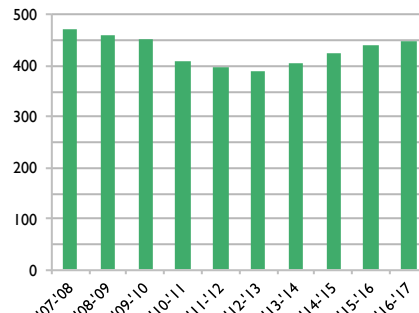


DOT Operating Expenditures (\$millions)

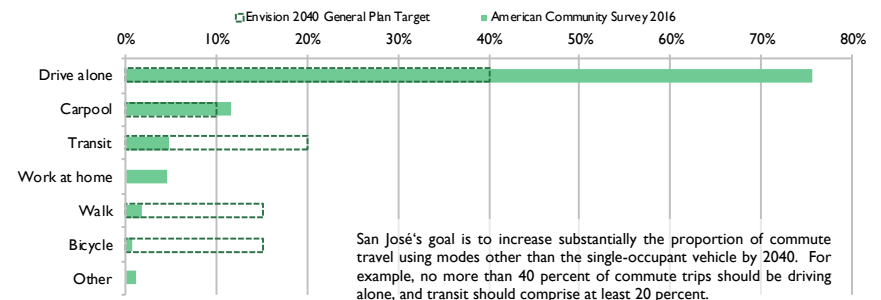


Note: FY 2016-17 is adopted budget data. All other years are actual expenses.

DOT Authorized Positions



San José Residents' Mode of Commuting to Work



San José's goal is to increase substantially the proportion of commute travel using modes other than the single-occupant vehicle by 2040. For example, no more than 40 percent of commute trips should be driving alone, and transit should comprise at least 20 percent.

2016 [American Community Survey](#), 1-year estimates, table

TRANSPORTATION OPERATIONS & SAFETY

Transportation Operations manages various traffic safety programs to facilitate safe and efficient travel within San José. DOT provides safety education to help guide motorist, bicyclist, and pedestrian behaviors. Over 42,000 school children received traffic safety education in 2016-17. DOT also installs flashing beacons, median islands, and curb ramps to enhance pedestrian crossings on major roads and in school zones to improve safety.

In 2015, the City adopted [Vision Zero](#), a policy that recognizes traffic deaths as preventable and unacceptable, and prioritizes human life over mobility and high vehicle speeds. Under Vision Zero, the City’s goal is to move towards zero traffic deaths and provide safe streets for all. According to DOT, they have completed safety assessments on 17 *Vision Zero* priority safety corridors and are using these assessments to prioritize safety investments and to apply for grants. To date, DOT has been awarded roughly \$26.3 million in grants for safety projects, including on Tully, McKee, and Senter roads.

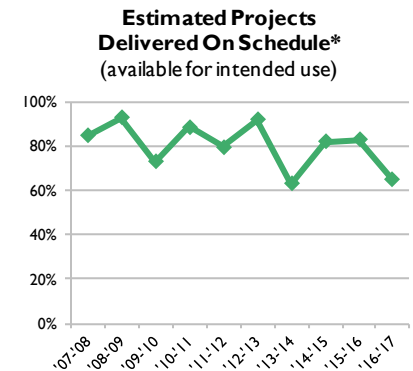
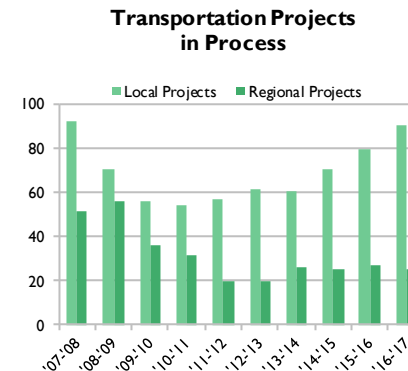
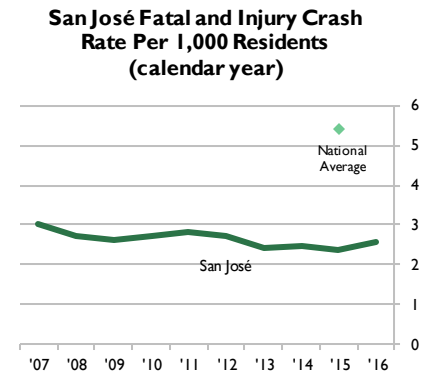
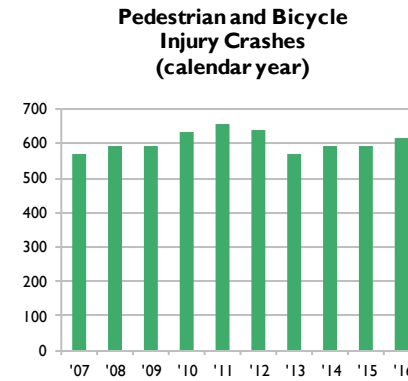
In 2016, San José’s rate of fatal and injury crashes per 1,000 residents was 2.56. By comparison, the national rate of fatal and injury crashes per 1,000 residents in the United States was 5.44 in 2015.

TRANSPORTATION PLANNING & PROJECT DELIVERY

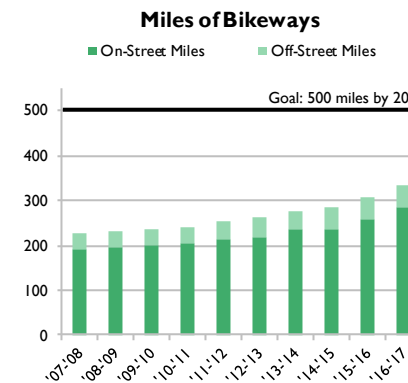
Planning & Project Delivery supports the development of San José’s transportation infrastructure. This includes coordinating transportation and land use planning studies, managing the Capital Improvement Program (CIP), and working with regional transportation agencies such as VTA, BART, and Caltrans.

In 2016-17, DOT planned to spend \$184 million on traffic capital improvement projects. An estimated 65 percent of City transportation projects were completed on schedule or within two months of the baseline schedule. Regional projects include freeway and transit infrastructure improvements; local projects include major street improvements, such as road resurfacing and bike lane installation.

San José currently has 335 miles of bikeways including 285 miles of on-street bicycle lanes and routes (installed by DOT) and 50 miles of paved trails (installed by Parks, Recreation and Neighborhood Services). San José is two-thirds of the way to its 2020 goal of 400 miles of on-street bikeways and 100 miles of off-street bike trails.



*This measure is an estimate, and represents projects completed by DOT and Public Works.



Example Local & Regional Transportation Projects (FY 2016-17)

- Autumn Street Extension
- North First Street Bicycle Lane Safety Improvements
- LED Streetlight Conversion
- High Speed Rail
- BART Extension
- 101 Express Lanes

TRANSPORTATION

STREET PAVEMENT MAINTENANCE

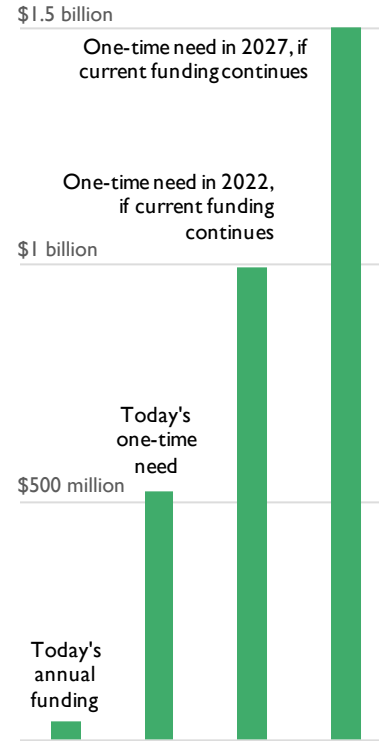
Pavement Maintenance is responsible for maintaining and repairing the 2,433 miles of City streets. In 2016, the City's street pavement condition was rated a 62, or "fair," on the Pavement Condition Index (PCI) scale. This condition is down from the 2003 PCI rating of 67. A "fair" rating means that streets are worn to the point where expensive repairs may be needed to prevent them from deteriorating rapidly.

For many years, pavement maintenance has been under-funded, so DOT has focused its maintenance strategy on 544 miles of designated priority streets. In 2016-17, only 33 miles of street were resurfaced and 44 miles were preventively sealed. The City needs \$584.4 million to eliminate the backlog of poor and failed roads. In 2016-17, City Council allocated \$17.7 million in one-time funding to expand street pavement maintenance for major streets, bringing total capital funding for pavement maintenance to \$38.6 million. In 2017, the state created a Road Maintenance and Rehabilitation Fund, which will also help address the City's future funding needs, providing \$50.2 million in ongoing funding for pavement maintenance. This enables limited maintenance on local and neighborhood streets for the first time since 2012. The City also expects one-time funding of \$54 million over the next two years from local, state, and federal sources. Even if projected annual funding levels continue, however, the backlog will grow to \$1.5 billion by 2027, as major repairs cost five to ten times more than routine maintenance.

DOT continues to make safety-related corrective repairs, such as filling potholes and patching damaged areas. In 2016-17, DOT crews repaired more than 11,000 potholes.

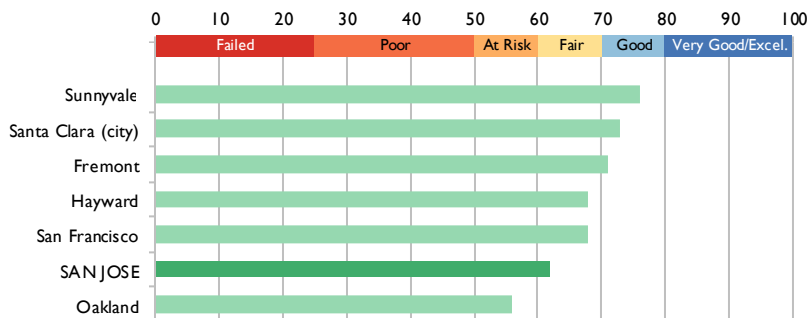


Funding Needed to Fix Poor, Failed, and Overdue Roads



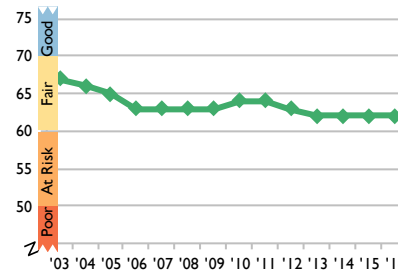
Photos source: Department of Transportation

2016 Pavement Condition Index Selected Bay Area Comparisons*

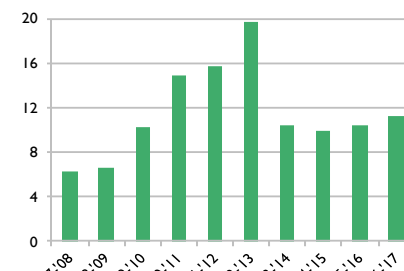


* 3-year moving average, calendar year basis
Source: [Metropolitan Transportation Commission](#)

Pavement Condition Index San José*



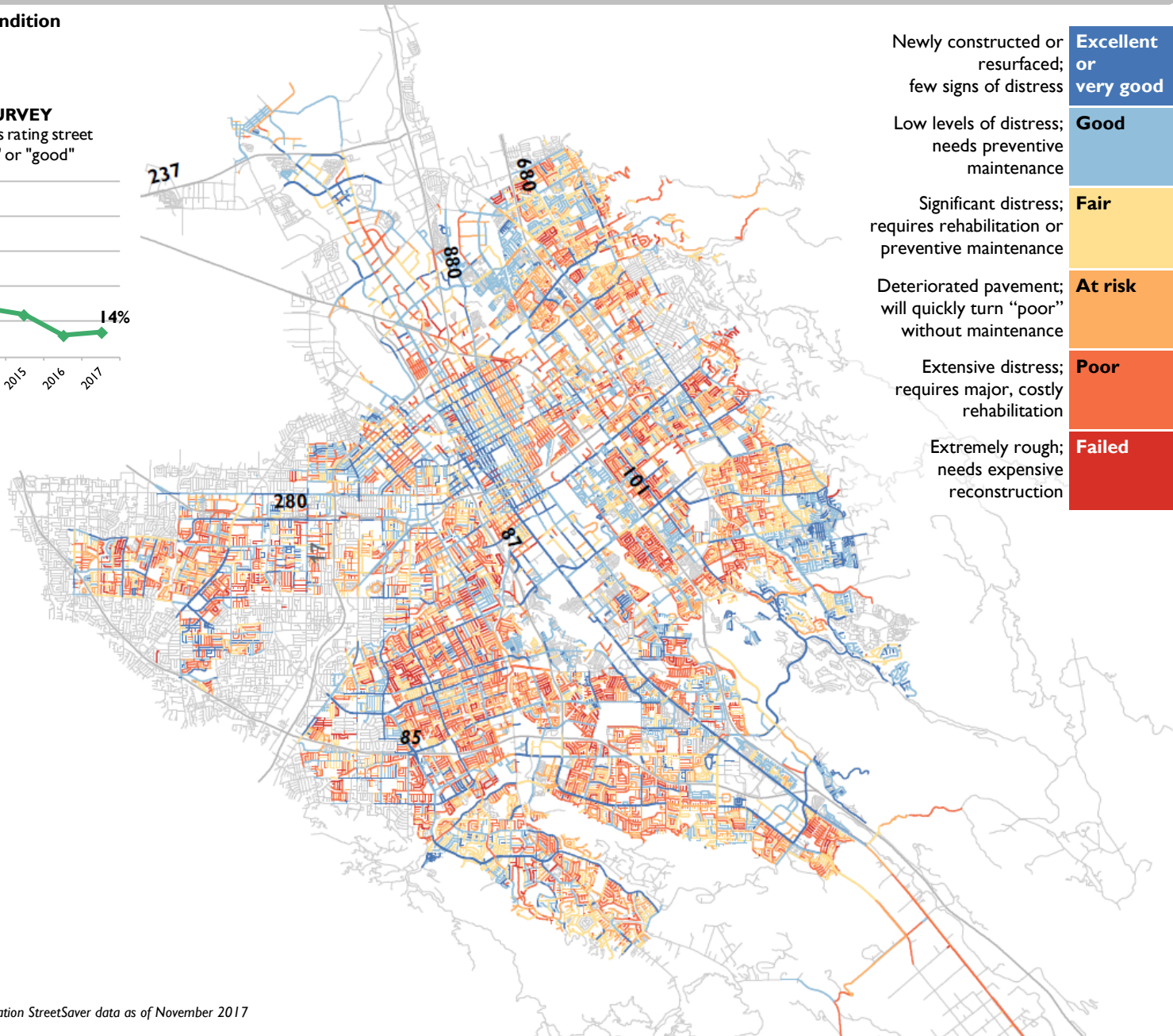
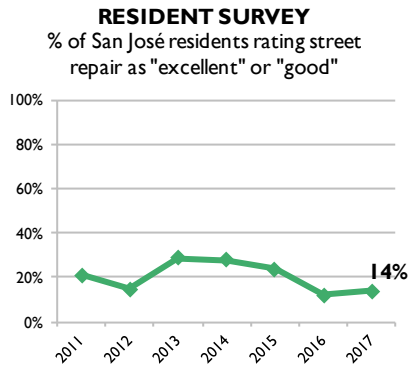
Number of Potholes Filled (thousands)



For more information, see our February 2015 [Audit of Street Pavement Maintenance](#).

TRANSPORTATION

Map of Pavement Condition



Newly constructed or resurfaced; few signs of distress	Excellent or very good
Low levels of distress; needs preventive maintenance	Good
Significant distress; requires rehabilitation or preventive maintenance	Fair
Deteriorated pavement; will quickly turn "poor" without maintenance	At risk
Extensive distress; requires major, costly rehabilitation	Poor
Extremely rough; needs expensive reconstruction	Failed

Source: Department of Transportation StreetSaver data as of November 2017

TRANSPORTATION

TRAFFIC MAINTENANCE

The Traffic Maintenance Division is responsible for maintaining the City's traffic signals, traffic signs, roadway markings, and streetlights. In 2016-17, DOT made 2,500 repairs to traffic signals. DOT responded to signal malfunctions within 30 minutes 35 percent of the time, down 11 percentage points from the year prior. DOT's target was to respond to 60 percent of traffic signal malfunctions within 30 minutes.

DOT's response to traffic and street name sign service requests fell within established priority guidelines 99 percent* of the time in 2016-17, exceeding the target of 90 percent. Over 5,000 signs were preventively maintained.

DOT crews completed roadway marking services within established priority guidelines 98 percent* of the time in 2016-17. 59 percent of roadway markings met visibility and operational guidelines. This is down from 80 percent in 2007-08, when the City had identified the visibility of roadway markings as a priority and set aside one-time funding for markings.

98 percent of San José's 64,500 streetlights were operational; roughly a third of malfunctions were repaired within seven days. DOT repaired over 8,600 streetlights in 2016-17, but expects the number of repairs to decrease as more streetlights are converted to LED. As of 2016-17, the City has converted or installed about 25,900 LED streetlights, up from about 3,000 LED streetlights five years ago.

Traffic Signals

941 traffic signal intersections in San José

2,500 repairs and **630** preventive maintenance activities completed

35% of malfunctions responded to within 30 minutes (*Target: 60%*)

Traffic and Street Name Signs

120,600 traffic control and street name signs in San José (*estimate*)

1,100 repairs and **5,000** preventive maintenance activities completed

99% of sign repair requests completed within established guidelines* (*Target: 90%*)

84% of signs in good condition (*Target: 85%*)

* 24 hours, 7 days, or 21 days—depending on the priority

Roadway Markings

5.7 million square feet of roadway markings

300 maintenance requests completed

98% of service requests completed within prioritized operational guidelines* (*Target: 90%*)

59% of markings met visibility and operational guidelines (*Target: 70%*)

* 24 hours, 7 days, or 21 days—depending on the priority

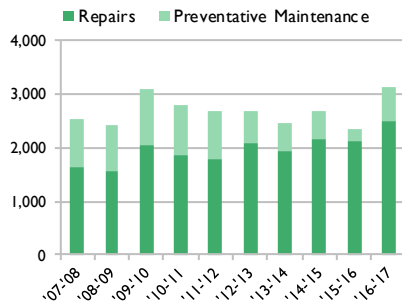
Streetlights

64,500 streetlights in San José, including **25,900** LED streetlights

8,600 repairs completed

98% of streetlights in operational condition (*Target: 97%*)

Number of Traffic Signal Maintenance Activities



Percent of Roadway Markings Meeting Visibility and Operational Guidelines

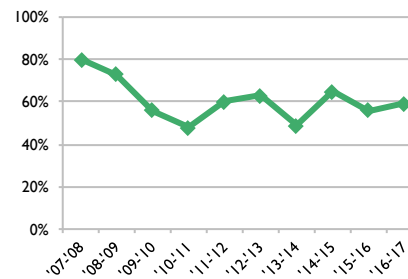


Photo source: Auditor and Department of Transportation

SANITARY SEWERS

DOT maintains more than 2,000 miles of sanitary sewers and 21 sewer pump stations. DOT is responsible for maintaining uninterrupted sewer flow to the San José-Santa Clara Regional Wastewater Facility. (The Facility, formerly known as the Water Pollution Control Plant (WPCP), is operated by the Environmental Services Department (ESD). For more information see the ESD chapter.)

DOT conducts proactive cleaning to reduce sanitary sewer stoppages and overflows. 908 miles were cleaned in 2016-17, and 637 sewer repairs were completed. DOT responded to 57 sewer overflows in 2016-17, while the number of main line stoppages cleared fell to 182.

STORM DRAINAGE

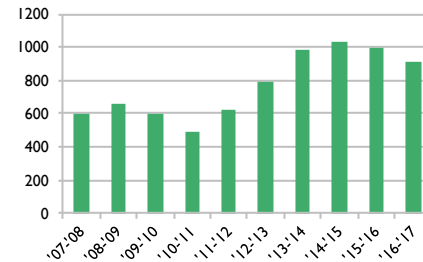
DOT and ESD ensure that all of the City’s streets are swept of roadway particulate and debris that may collect in gutters. DOT’s street sweepers clean the downtown area, major streets, and bike routes; the City contracts residential street sweeping.

DOT annually cleans about 30,000 storm drain inlets so that rain and storm water runoff flows unimpeded through storm drains into the San Francisco Bay. Proactive cleaning of storm drain inlets prevents harmful pollutants, trash, and debris from entering the Bay and reduces the potential for blockages and flooding during heavy rains. In preparation for anticipated heavy rains during the El Niño winter of FY 2015-16, DOT completed a second cleaning of the downtown catch basins to prevent potential flooding. These extra cleanings were again conducted prior to the 2016-17 wet season.

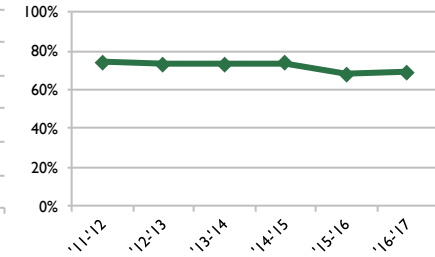
In 2016-17, DOT reports that there were 25 declared storm days and responded to nearly 1,150 storm calls. The number of stoppages and calls varies depending on the severity of rainfall. When Coyote Creek flooded on February 20-21, 2017, DOT received 208 storm calls. DOT also maintains 29 storm water pump stations and cleans wet-wells during summer months.

For more information, see our February 2016 [Audit of Street Sweeping](#).

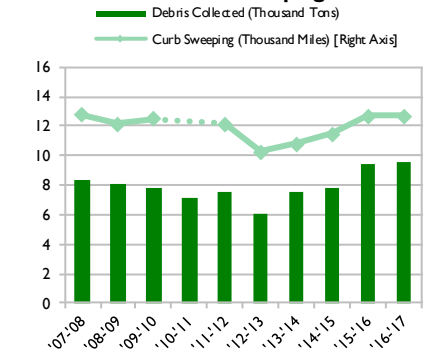
Sewer Miles Cleaned



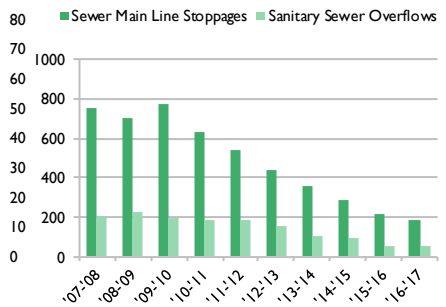
Percentage of Sewer Overflows Responded to Within 30 minutes



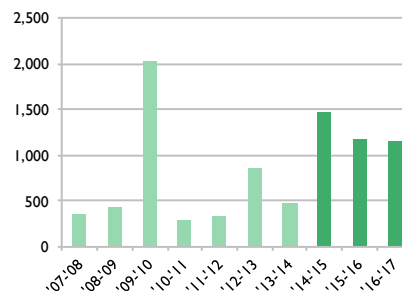
Street Sweeping



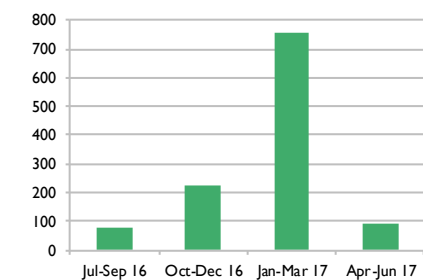
Sewer Stoppages and Overflows Cleared



Storm Calls



2016-17 Storm Calls



2008-09 estimated. 2009-10 was an above-normal storm year. Prior to 2014-15, this counted only storm drain inlet stoppages.

TRANSPORTATION

STREET LANDSCAPE MAINTENANCE

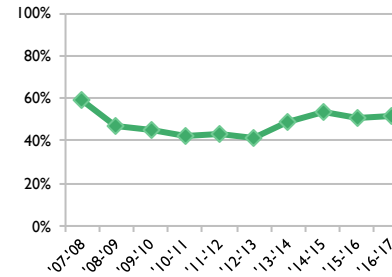
DOT's Landscape Services Division maintains median islands and undeveloped rights-of-way, and ensures the repair of sidewalks and the maintenance of street trees. In 2016-17, DOT maintenance staff provided basic cleaning and maintenance activities to keep an estimated 52 percent of street landscapes in good condition.

The City initiated about 3,600 sidewalk repairs in 2016-17, about half as many as the prior year. According to DOT staff, this reduction was due to vacant positions and staff turnover.

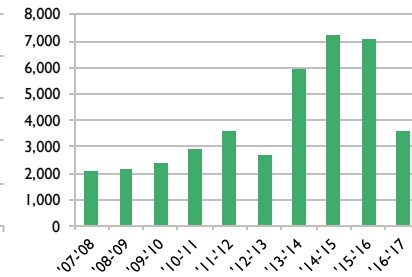
San José has an estimated 268,000 street trees.* DOT responded to over 1,600 emergencies for street tree maintenance in 2016-17. The number of tree emergency responses this year was 83 percent higher than 2015-16 due to heavy storms.

* Property owners are typically responsible for maintaining street trees and repairing adjacent sidewalks. The City maintains trees that are located within the arterial medians and roadside landscaped areas owned by the City.

Percent of Street Landscapes in Good Condition



Sidewalk Repairs

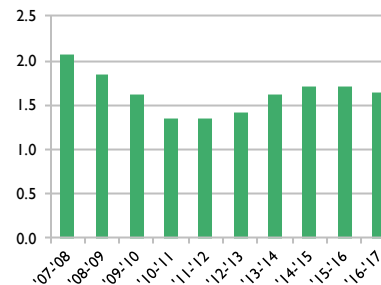


PARKING

Parking Services is responsible for managing on-street and off-street parking, implementing parking policies and regulations, and supporting street sweeping, construction, and maintenance activities. Monthly parking in 2016-17 was up 42 percent compared to 10 years ago, reaching approximately 98,400 monthly customers. Over 1.6 million visitors used [City parking facilities](#) in 2016-17.

The Department issued over 209,000 parking citations in 2016-17. Parking Services is also responsible for investigating complaints of abandoned vehicles. In 2016-17, DOT received nearly 69,500 vehicle abatement complaints.

Visitor Parking Customers at the City's Downtown Facilities (millions)



Parking Citations Issued (thousands)

