

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

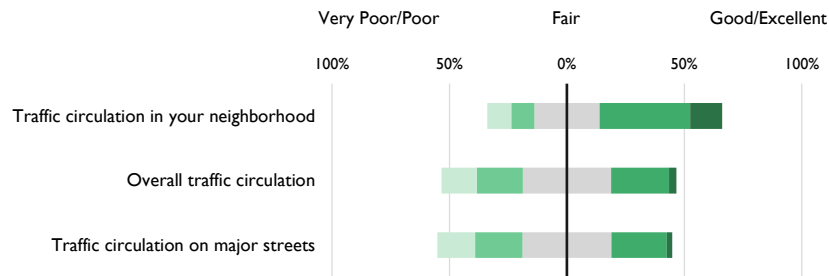
The Department of Transportation (DOT) has eight core service groups: plan and develop transportation projects; optimize traffic flow and safety; maintain street pavement; maintain traffic signals, signs, markings, and streetlights; maintain street landscapes and street trees; clean and repair sanitary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

In 2022-23, DOT's operating expenditures totaled \$120.6 million, including personal and non-personal expenditures. In addition, DOT was responsible for other costs, including \$3.5 million in Citywide expenses and \$468,100 in workers' compensation. The Department had 524.5 authorized positions; staffing was up by 29 percent compared to levels 10 years ago.

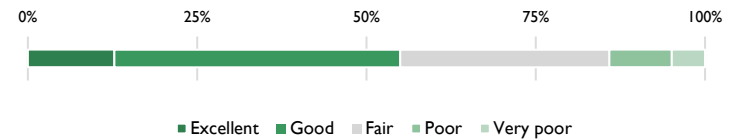
KEY FACTS (2022-23)

Number of acres of street landscape (also includes special districts)	626
Number of City parking lots and garages	14
Number of parking meters (estimate)	2,300
Number of street miles	2,519
Number of street trees	269,900

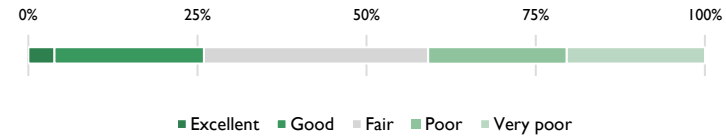
Community Survey 2023
Residents' rating of traffic circulation in the city



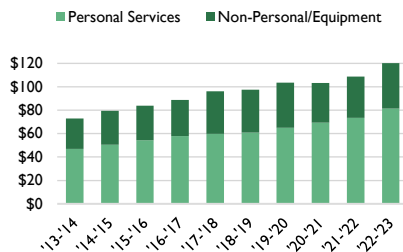
Community Survey 2023
Residents' rating of the City providing bicycle lanes and paths



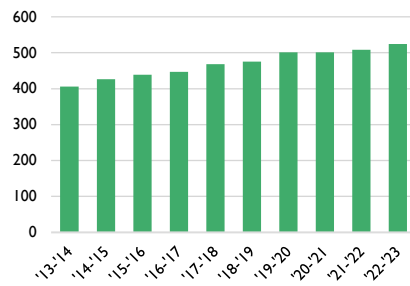
Community Survey 2023
Residents' rating of the City managing traffic on city streets



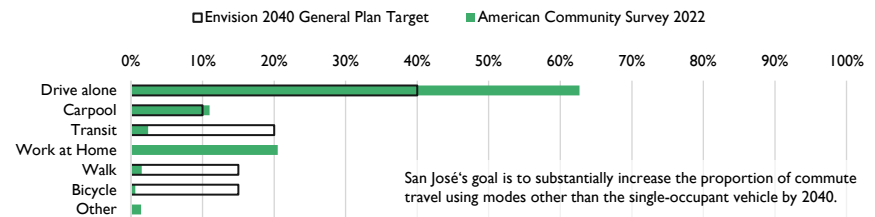
DOT Operating Expenditures (millions)



DOT Authorized Positions



San José Residents' Mode of Commuting to Work



Source: 2022 [American Community Survey](#), 1-year estimates, table S0801

Note: In 2019, prior to COVID-19, working at home was at 4 percent. The commuting mode targets presented are from the Envision 2040 General Plan as amended in May 2021. The targets in the Envision 2040 General Plan have recently been updated to account for all trips (both commute and non-commute). Staff are in the process of collecting data to update the measure.

TRANSPORTATION SAFETY & OPERATIONS

Transportation Safety & Operations manages various traffic safety programs to facilitate safe and efficient travel within San José. In February 2020, City Council approved a [Vision Zero Action Plan](#) prioritizing investments for a data analytic tool, safety redesign projects on high injury corridors, and outreach and community engagement to reduce fatal and severe injury crashes.

DOT reports that there was a record high of 65 traffic fatalities in San José in 2022, five more than 2021. Forty-nine percent were pedestrians with a median age of 53. San José’s rate of fatal and injury crashes has remained well below the national rate, with a rate of 2.5 per 1,000 residents in 2022.* In comparison, the national rate was 5.3 per 1,000 residents in 2021.

Citywide, DOT installed 35 traffic safety improvements, such as flashing beacons, median refuge islands, curb extensions, and speed humps to enhance pedestrian crossings safety and/or reduce speeding on roadways. Almost 1,300 traffic studies were evaluated citywide. DOT reports that staff completed an upgrade of streetlights to LEDs citywide and retiming of traffic signals in the downtown area, with a focus on pedestrian safety and access. Additionally, over 36,500 school-aged youth and adults received traffic safety education in 2022-23.

* DOT’s measure of fatal and injury crashes counts crashes that occurred on City roads and within 50 feet of an intersection on county expressways. Injury crashes on private property or beyond 50 feet of an intersection on county expressways are excluded (fatal crashes are counted).

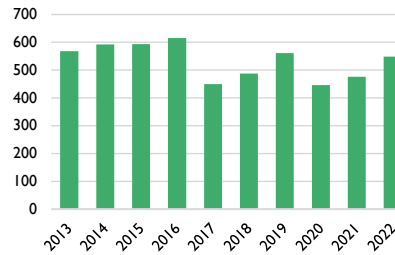
TRANSPORTATION PLANNING & PROJECT DELIVERY

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, and working with regional transportation agencies such as VTA, BART, and Caltrans.

In 2022-23, DOT budgeted \$400.4 million towards its traffic capital improvement program. Example regional and local projects include US 101 Interchange Improvements, Vasona Pedestrian Gates, Bascom Queue Cutter, Vision Zero Safety Improvements, and ADA Accessibility Ramps projects.

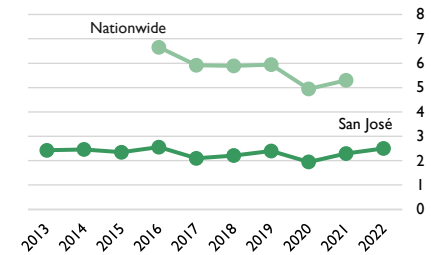
San José has 460 miles of on-street bicycle lanes and routes (installed by DOT). Under the new [Better Bike Plan 2025](#), the City aims to create a low-stress, connected network. The Plan calls for completing a roughly 550 mile on-street bike network. This includes upgrading the existing bike network and adding new bikeways. Over twenty miles of new on-street bikeways were installed in 2022.

Pedestrian and Bicycle Injury Crashes (calendar year)



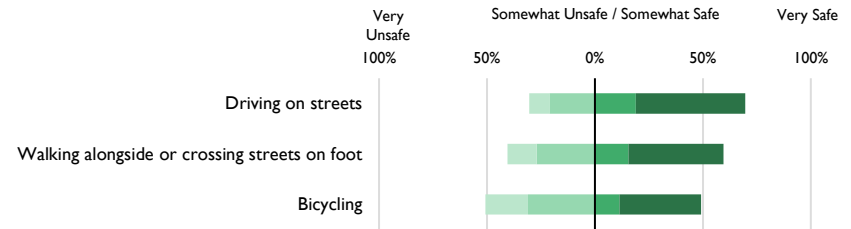
Note: This includes fatal crashes.

Fatal and Injury Crash Rate per 1,000 Residents

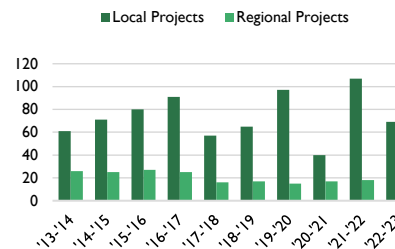


Source: National fatal and injury crash rate data comes from the National Highway Traffic Safety Administration (NHTSA). Data prior to 2016 is not comparable due to different sample designs used by NHTSA.

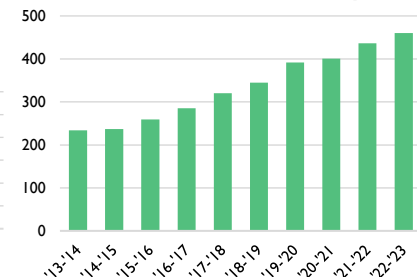
Community Survey 2023
Residents' rating of safety in the city



Major Transportation Projects in Progress



On-Street Miles of Bikeways



TRANSPORTATION

STREET PAVEMENT MAINTENANCE

Pavement Maintenance is responsible for maintaining and repairing the 2,519 miles of city streets.

- In 2022, the city’s street pavement condition was rated a 69, or “fair”, on the Pavement Condition Index (PCI) scale by the Metropolitan Transportation Commission (MTC). A “fair” rating means that streets are worn to the point where expensive repairs may be needed to prevent them from deteriorating rapidly. The MTC rating is based on a three-year moving average.
- DOT also annually assesses the conditions of the city's streets, and rated the city's average street pavement condition a 71 in 2022, or "good" on the PCI scale.

DOT estimates it needs \$407.4 million for deferred maintenance on poor and failed roads, as well as to sustain the average street condition at a "good" rating. Due to funding from 2016 VTA Measure B, State Senate Bill I, and Measure T, DOT anticipates improving pavement conditions and reducing the maintenance backlog. Accounting for one-time and temporary funding sources, the 10-year average annual funding for pavement maintenance is estimated at \$74.4 million.

As part of the 2022 pavement maintenance program, 150 miles of street were resurfaced and 78 miles were preventively sealed. DOT has also continued to make safety-related corrective repairs, such as filling potholes and patching damaged areas. In 2022-23, DOT crews repaired almost 5,000 potholes, 83 percent more than the prior year.

Pavement Condition Index
San José 3-Year Moving Average *

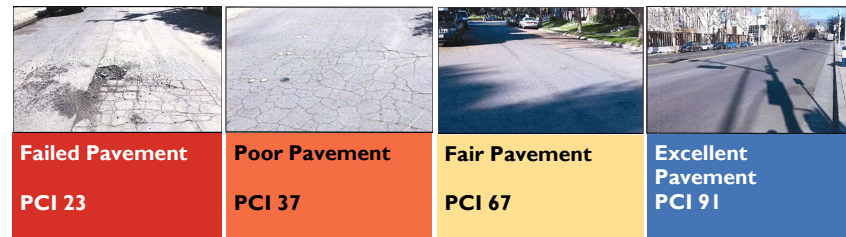
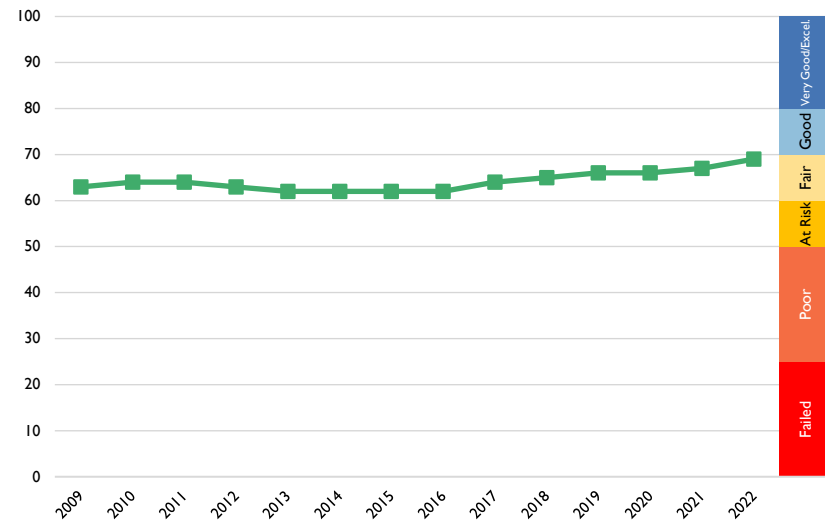


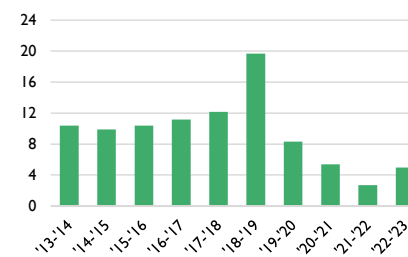
Photo source: Department of Transportation

2022 Pavement Condition Index Selected Bay Area Comparisons*

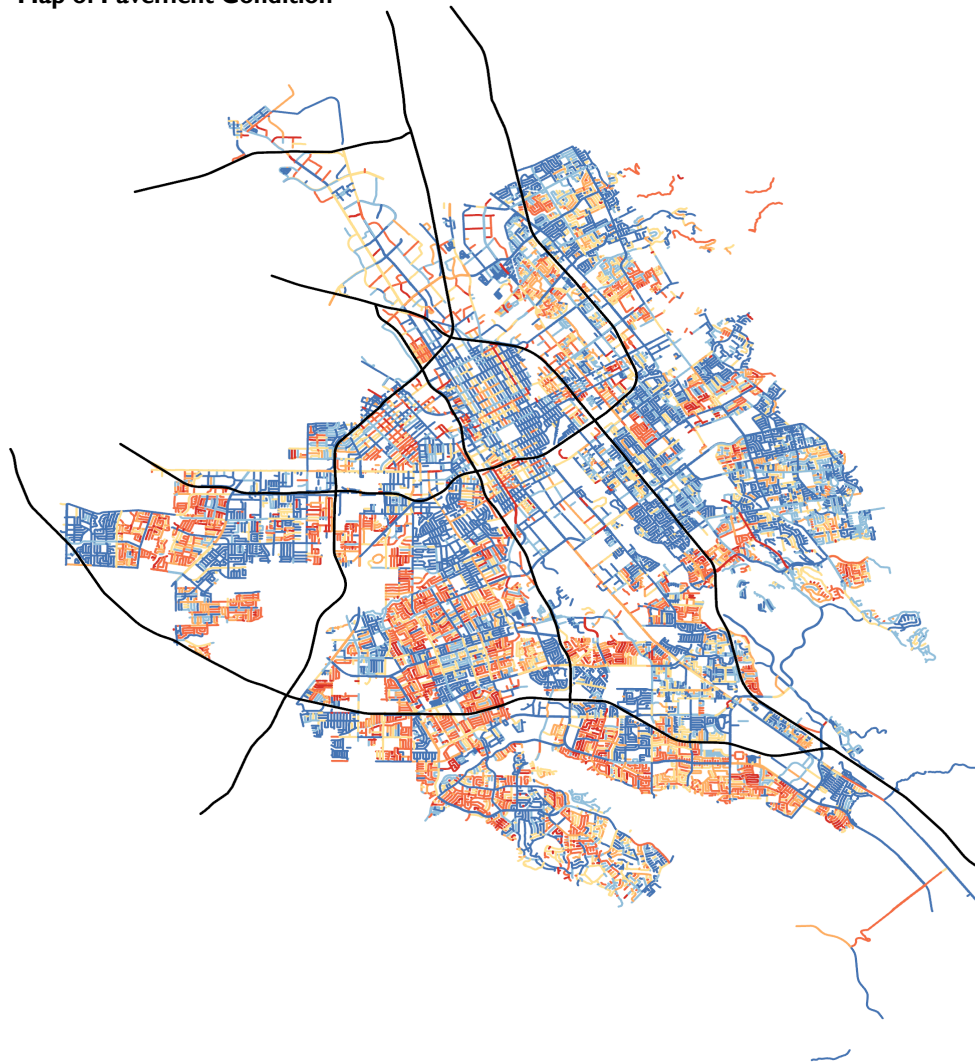


* 3-year moving average, calendar year basis. Source: [Metropolitan Transportation Commission](#).

Number of Potholes Filled (thousands)



Map of Pavement Condition

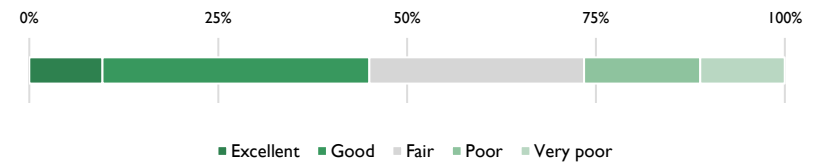


Newly constructed or resurfaced; few signs of distress	Excellent or very good
Low levels of distress; needs preventive maintenance	Good
Significant distress; requires rehabilitation or preventive maintenance	Fair
Deteriorated pavement; will quickly turn "poor" without maintenance	At risk
Excessive distress;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

Source: Department of Transportation StreetSaver data as of April 2023.

See the City's Pavement Condition Interactive Map [online!](#)

Community Survey 2023
Residents' rating of the maintenance of neighborhood streets



TRANSPORTATION

TRAFFIC MAINTENANCE

The Traffic Maintenance Division is responsible for maintaining the City's traffic signals, traffic signs, roadway markings, and streetlights. In 2022-23, DOT made 2,100 repairs to traffic signals. DOT estimates staff responded to signal malfunctions within 30 minutes 36 percent of the time (target: 25 percent).

DOT's response to traffic and street name sign service requests fell within established guidelines¹ 95 percent of the time in 2022-23 (target: 100 percent). Seven-hundred signs were preventively maintained, a decrease of 52 percent compared to the prior year. DOT credits this decrease to equipment outages used for replacing signs and their focus on "mast arm" signs projects during this time, which DOT reports has fewer signs per intersection and also takes longer, impacting the numbers reported.

DOT crews completed roadway marking services within established priority guidelines² 77 percent of the time in 2022-23. Eighty percent of roadway markings met visibility and operational guidelines (target: 64 percent).

DOT estimates that 99 percent of San José's 65,400 streetlights³ were operational and that 54 percent of reported malfunctions were repaired within seven days (target: 50 percent). DOT repaired about 6,700 streetlights in 2022-23. DOT reports that all streetlights have been converted to LEDs except for about 4,000 decorative pedestrian streetlights that staff are working on converting over the next couple years.

Traffic Signals

967 traffic signal intersections in San José

2,100 repairs and **800** preventive maintenance activities completed

36% of malfunctions responded to within 30 minutes (estimate, Target: 25%)

Traffic and Street Name Signs

125,900 traffic control and street name signs in San José (estimate)

700 preventive maintenance activities completed

95% of sign repair requests completed within established guidelines¹ (Target: 100%)

71% of signs in good condition (estimate, Target: 81%)

1. 24 hours, 7 days, or 21 days—depending on the priority

Roadway Markings

6.1 million square feet of roadway markings

200 maintenance requests completed

77% of service requests completed within prioritized operational guidelines² (Target: 100%)

80% of markings met visibility and operational guidelines (Target: 64%)

2. 24 hours, 7 days, or 21 days—depending on the priority

Streetlights

65,400 streetlights³ in San José

6,700 repairs completed

99% of streetlights in operational condition (estimate, Target: 98%)

3. includes other types of street lighting, not just streetlights

Number of Traffic Signal Maintenance Activities

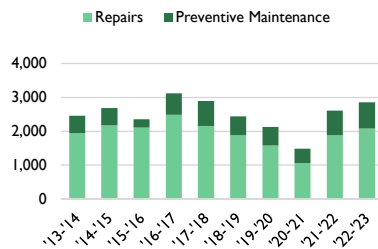
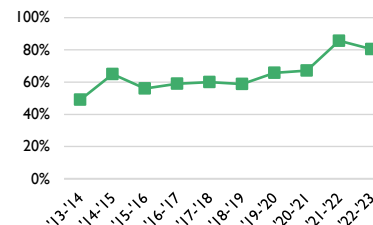
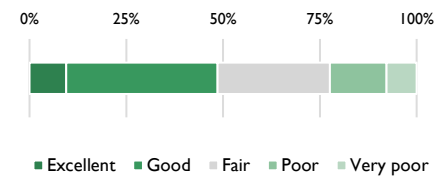


Photo source: Department of Transportation

Percent of Roadway Markings Meeting Visibility and Operational Guidelines



Community Survey 2023
Residents' rating of the adequacy of street lighting in their local neighborhood



SANITARY SEWERS

DOT maintains more than 2,000 miles of sanitary sewers and 17 sewer pump stations. DOT is responsible for maintaining uninterrupted sewer flow to the San José-Santa Clara Regional Wastewater Facility. (The Facility 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. Over 700 miles were cleaned in 2022-23. More than 700 sewer repairs were completed. DOT responded to 40 sewer overflows in 2022-23, five more than last year. DOT cleared almost 300 main line stoppages in 2022-23. DOT estimates 44 percent of sanitary sewer problems were responded to within 30 minutes (target: 80 percent).

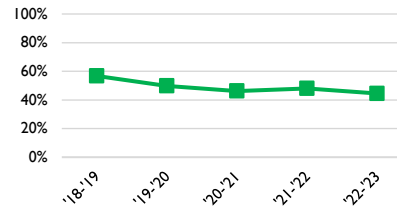
STORM DRAINAGE

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. ESD contracts for residential street sweeping.

DOT annually cleans storm drain inlets so that rain and storm water runoff flow unimpeded through storm drains into the San Francisco Bay. There are approximately 35,700 storm drain inlets in the city. Proactive cleaning prevents harmful pollutants, trash, and debris from entering the Bay and reduces the potential for blockages and flooding during heavy rains.

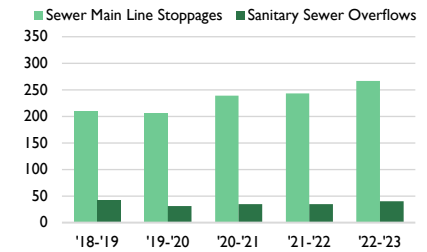
In 2022-23, there were 34 declared storm days and over 1,900 responses to calls related to the storm collection system. The number of stoppages and calls varies depending on the severity of rainfall. DOT also maintained 31 stormwater pump stations and cleaned wet wells during summer months.

Percentage of Sanitary Sewer Problems Responded to within 30 Minutes



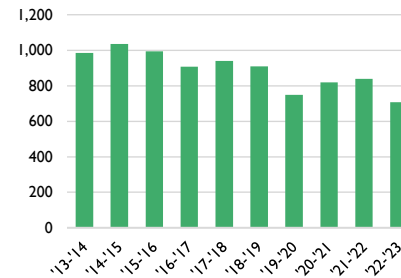
Note: Prior years not as comparable due to methodology changes starting in 2018-19.

Sewer Stoppages and Overflows Cleared

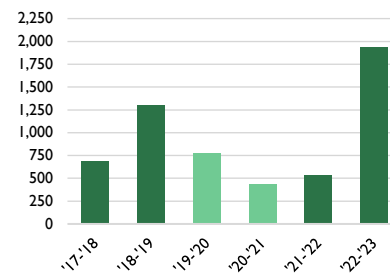


Note: Prior years not as comparable due to methodology changes starting in 2018-19.

Sewer Miles Cleaned

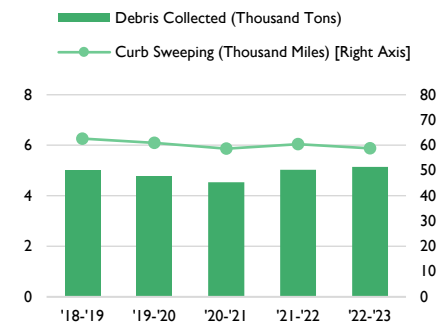


Storm Calls



Note: Only blockage-related calls were counted in 2019-20 and 2020-21. For all other years presented, this measure shows responses to calls related to the storm collection system, not just blockage-related calls.

Street Sweeping



Note: Prior years not as comparable due to methodology changes starting in 2018-19.

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. Starting in 2022-23, the City Council allocated ongoing funding to increase the frequency of street landscape maintenance through contracted services as part of PRNS' [BeautifySJ](#) program. This effort began in 2017-18 but had temporary funding. DOT reports that BeautifySJ maintains almost half of DOT's general benefit landscape inventory. DOT maintenance staff continues to provide basic cleaning and maintenance activities to the non-contractually maintained parcels. Through these combined efforts, there have been improvements in the overall condition of City landscapes. In 2022-23, an estimated 93 percent of general benefit street landscapes were rated on average a 3.5 or higher out of a 5-point condition rating scale. DOT attributes the increase from the prior year to more parcels being rated and increased maintenance on BeautifySJ parcels.

San José has about 269,900 street trees.* DOT responded to over 1,600 emergencies for street tree maintenance in 2022-23. The City and property owners completed almost 5,600 sidewalk repairs in 2022-23.

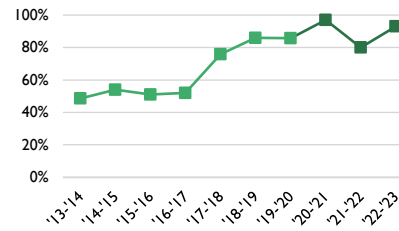
* Property owners are typically responsible for maintaining street trees and repairing adjacent sidewalks. The City maintains trees that are located within the arterial medians and roadside landscaped areas owned by the City.

PARKING

Parking Services is responsible for managing on-street and off-street parking operations, implementing parking programs, enforcing regulations, and supporting street sweeping, construction, pavement, and maintenance activities. There were over 47,800 monthly parking customers in 2022-23, and 1.1 million visitors used City parking facilities, both of which were below pre-COVID levels. However, visitor parking activity increased from 2021-22 by 23 percent.

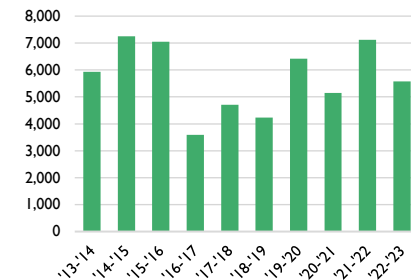
DOT processed around 189,200 parking citations in 2022-23, 22 percent more than in 2021-22. Parking Services is also responsible for investigating service requests to abate abandoned vehicles. There were 29,500 vehicle abatement service requests, which were mostly submitted through SJ311 and generated from Parking Compliance Unit proactive patrols in 2022-23. The average time to complete a service request for vehicles qualifying for investigation was 5.8 days, down from 8.2 days the prior year. DOT attributes the reduced response time to case prioritization and more cases resulting from their proactive patrols program, which they report generally takes less time than cases from the public.*

Percent of General Benefit Street Landscapes Rated a 3.5 or Higher out of a 5-Point Scale



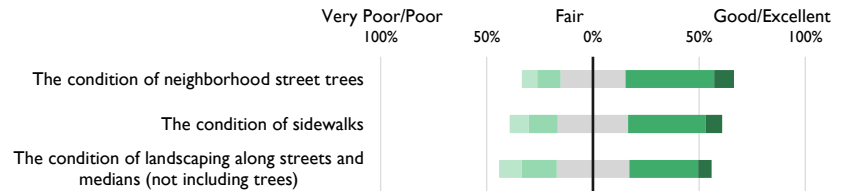
Note: DOT changed methodology in 2020-21 to rate entire corridors and give the street only one rating. Prior, multiple ratings would be given for a segment. In 2020, DOT updated its rating from a 4-point scale to a 5-point scale.

Sidewalk Repairs

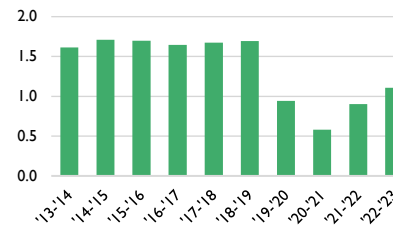


Community Survey 2023

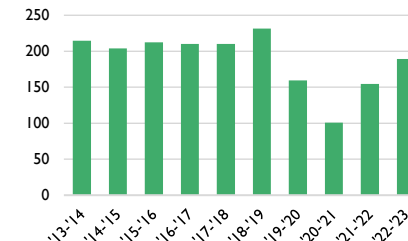
Residents' rating of street landscaping in the city



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



Parking Citations Processed (thousands)



* The Vehicle Abatement Program within DOT continues to focus on investigating and removing vehicles that are inoperable, considered a safety or health concern, or contribute to extreme blight.