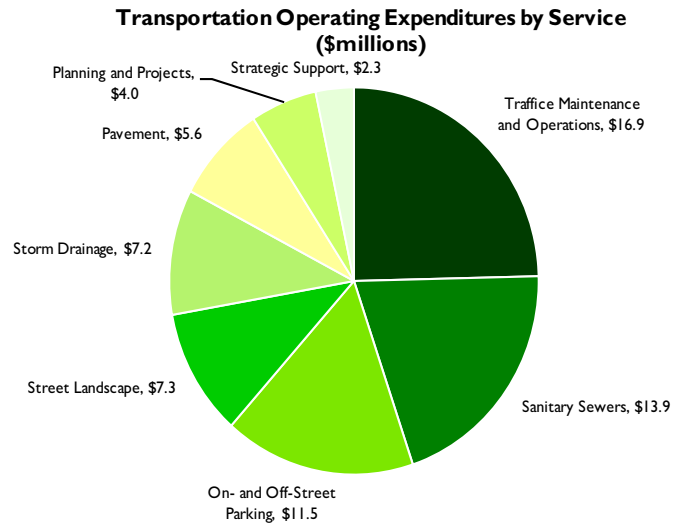


TRANSPORTATION DEPARTMENT

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 DEPARTMENT

In 2012-13, the Transportation Department's (DOT) operating expenditures totaled nearly \$69 million*, about 10 percent more than in 2003-04. DOT had 391 authorized positions, 21 percent less than 10 years ago.



* DOT was also responsible for approximately \$5.0 million of Citywide expenses in 2012-13, including about \$2.7 million in parking citation processing and fees, and \$664,000 in sidewalk repairs. DOT also had authority over approximately \$145 million in special funding and capital improvement programs for parking and traffic.

KEY FACTS (2012-13)

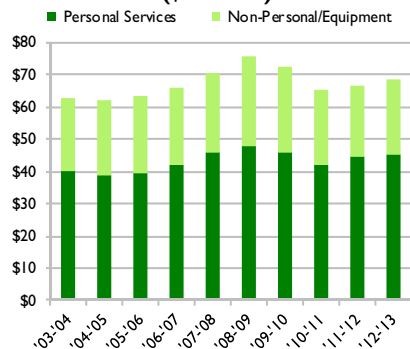
Streets	approx. 2,410 miles
Traffic Signal Intersections	918
Streetlights	62,963
- LED Streetlights	3,061
On-Street Bicycle Lanes	220 miles
Landscape Abutments in Public Right-of-Ways	563 acres
- Maintained by Special Districts	328 acres
Street Trees	243,543
Parking Lots and Garages	18
- Total Spaces	7,900
Parking Meters	approx. 2,600
Sanitary Sewers	2,278 miles

THE NATIONAL CITIZEN SURVEY™

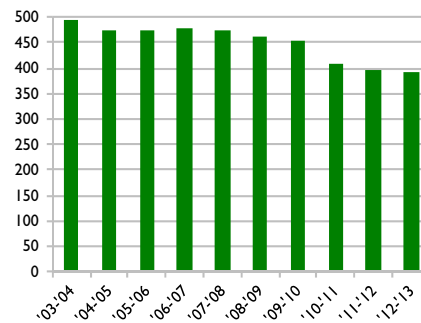
% of San José residents who found the following "excellent" or "good"

Ease of walking in San José	43%
Ease of rail travel in San José	42%
Ease of car travel in San José	40%
Ease of bicycle travel in San José	34%
Ease of bus travel in San José	32%

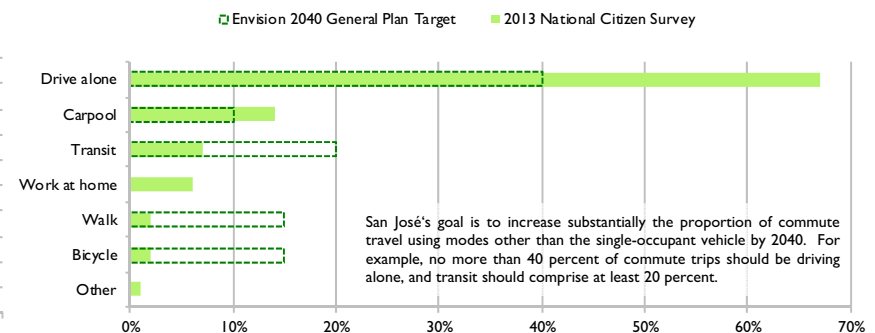
DOT Operating Expenditures (\$millions)



DOT Authorized Positions



San José Residents' Mode of Commuting to Work



TRANSPORTATION DEPARTMENT

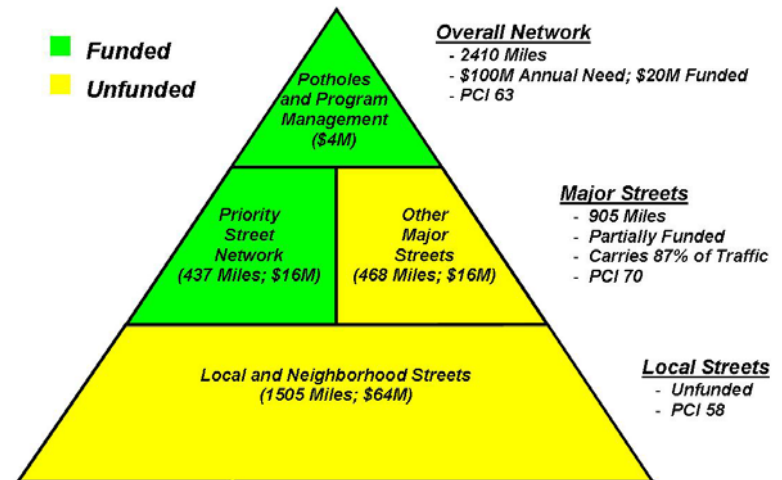
STREETS

DOT's Pavement Maintenance Division is responsible for the maintenance and repair of about 2,410 miles of City street pavement. For many years, pavement maintenance has been under-funded, now short by an estimated \$80 million annually. The City resealed 44 miles and resurfaced 23 miles of streets in 2012-13.

In calendar year 2012, San José had a Pavement Condition Index (PCI) rating of 63* (out of a possible 100). In 2003, San José's PCI was 67. These scores are considered "fair;" however that means streets are worn to the point where rehabilitation may be needed to prevent rapid deterioration. Because major repairs cost five to 10 times more than routine maintenance, these streets are at an especially critical stage. San José's PCI ranked in the bottom third of 109 Bay Area jurisdictions. Just 29 percent of residents surveyed in the fall of 2013 reported that they felt street repair was "excellent" or "good."

As the pavement condition has been deteriorating due to lack of funds, the need for corrective maintenance, such as pothole repairs, continues to grow. Over the last 10 years, the number of potholes repaired has grown from 1,100 in 2003-04 to nearly 20,000 in 2012-13.

Pavement Preservation Funding, 2012

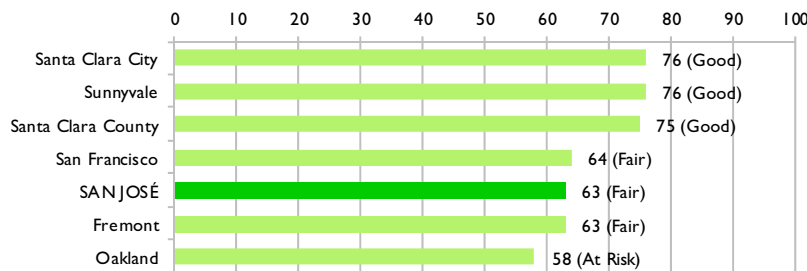


Source: Department of Transportation

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29% of San José residents rated street repair as "excellent" or "good"

2012 Pavement Condition Index
Selected Bay Area Comparisons*

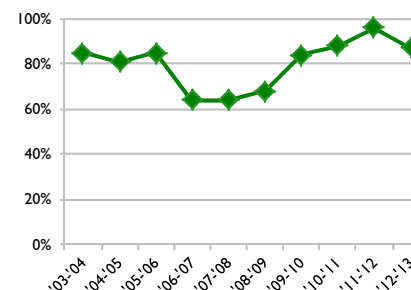


* 3-year moving average

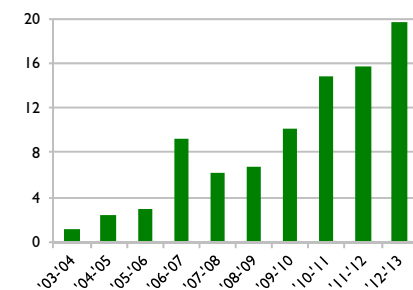
Source: Metropolitan Transportation Commission

Percent of Corrective Pavement Repairs Completed

Priority within 2 days; non-priority within 30 days



Number of Potholes Filled (thousands)



In '12-'13, DOT started including stamp patch pothole repairs.

TRANSPORTATION DEPARTMENT

TRAFFIC MAINTENANCE

The Traffic Maintenance Division is responsible for maintaining the City's traffic signals, traffic signs, roadway markings, and streetlights. In 2012-13, DOT made 2,091 repairs to traffic signals. DOT responded to signal malfunctions within 30 minutes 65 percent of the time, up by 4 percentage points since the year prior.

DOT's response to traffic and street name sign service requests fell within established priority guidelines 94 percent* of the time in 2012-13. 13,154 signs were preventatively maintained; the number doubled over the last 10 years.

Roadway marking services were completed within established priority guidelines 97 percent* of the time in 2012-13. 63 percent of roadway markings met visibility and operational guidelines. This is an improvement to last year's 60 percent, but down from 80 percent in 2007-08, when the City had identified roadway marking visibility as a priority and earmarked one-time funding for markings.

96 percent of San José's 62,963 streetlights were operational. 59 percent of malfunctions were repaired within seven days, compared to 80 percent five years ago. 900 streetlights shut off in 2009 were reactivated in the spring of 2013. The Department reported increases in copper wire theft which contributed to the repair backlog.

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46% of San José residents rated street lighting as "excellent" or "good"

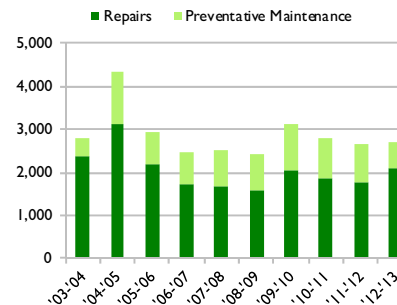
42% of San José residents rated traffic signal timing as "excellent" or "good"

23% of San José residents rated the traffic flow on major streets as "excellent" or "good"

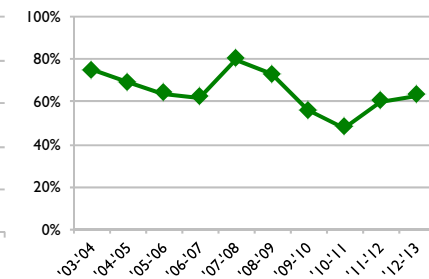


Source: Auditor photograph

Number of Traffic Signal Maintenance Activities



Percent of Roadway Markings Meeting Visibility and Operational Guidelines



Traffic Signals

918 traffic signal intersections in San José

2,091 repairs and **600** preventative maintenance activities completed

65% of malfunctions responded to within 30 minutes

Traffic and Street Name Signs

110,000 traffic control and street name signs in San José (estimate)

1,557 repairs and **13,154** preventative maintenance activities completed

94% service requests completed within established guidelines*

83% of signs in good condition

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

Roadway Markings

5.4 million square feet of roadway markings

423 maintenance requests completed

97% of service requests completed within prioritized operational guidelines*

63% of markings met visibility and operational guidelines

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

Streetlights

62,963 streetlights in San José
3,061 LED streetlights

15,091 repairs completed

59% of malfunctions repaired within 7 days

96% of streetlights in operational condition

TRANSPORTATION DEPARTMENT

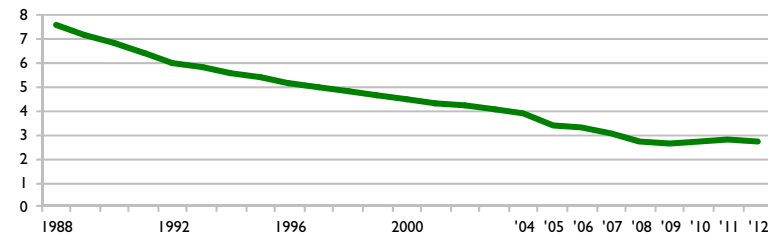
TRANSPORTATION OPERATIONS

Transportation Operations focuses on safe and efficient operations through various traffic safety programs.

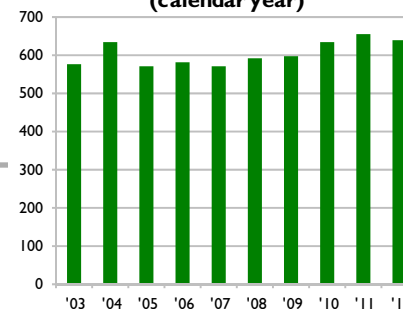
San José's rate of fatal and injury crashes per 1,000 residents declined slightly to 2.7 in calendar year 2012 which compares favorably to the national average of about 5 per 1,000 residents.

Over the last four years, approximately 600 traffic signals located along major commute corridors were retimed to improve peak hour traffic flow under the grant-funded Traffic Light Synchronization Project. Additional grant funding has been secured to review and retime traffic signals for weekend peak periods around major commercial and retail centers, as well as along new bicycle corridors.

**San José Fatal and Injury Crash Rate
(Per 1,000 Residents)**

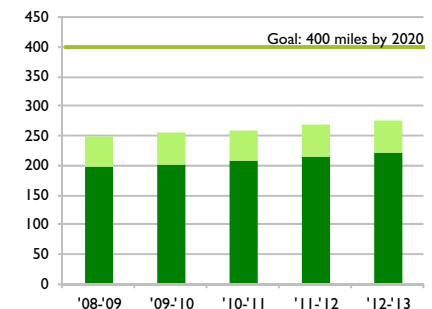


**Pedestrian and Bicycle
Injury Accidents
(calendar year)**



Miles of Bicycle Lanes and Trails

■ On-Street Bicycle Lanes ■ Parks Trails and Paths



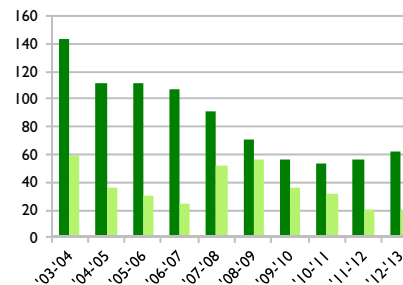
TRANSPORTATION PLANNING & PROJECT DELIVERY

Transportation Planning 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 2012-13, 92 percent of projects were completed on schedule or within two months of the baseline schedule. Local projects include the Autumn Street Extension, The Alameda—A Plan for the Beautiful Way, and Montague Expressway Improvements. Regional projects include Route 101/ Capitol, Route 280/880/Stevens Creek, and the BART extension to San José.

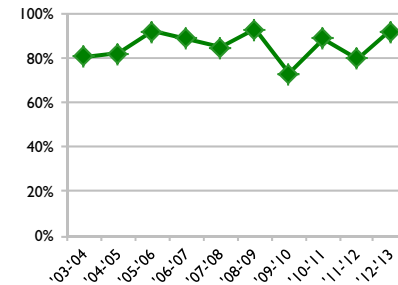
San José currently has 275 miles of existing bikeways: As of 2012-13, DOT has installed 220 miles of on-street bicycle lanes and routes, while the Parks, Recreation and Neighborhood Services Department has installed 55 miles of trails and paths.

**Transportation Projects
in Process**

■ Local Projects ■ Regional Projects



**Transportation Projects
Delivered On Schedule
(available for intended use)**



TRANSPORTATION DEPARTMENT

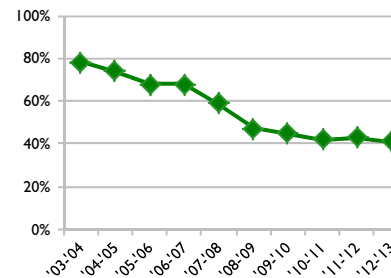
STREET LANDSCAPE MAINTENANCE

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. Many of these services have been significantly reduced due to budget constraints; thus service levels and landscape conditions have also declined. In 2012-13, DOT maintenance staff provided basic safety-related and complaint-driven activities to keep an estimated 41 percent of street landscapes in good condition, down from 78 percent 10 years ago.

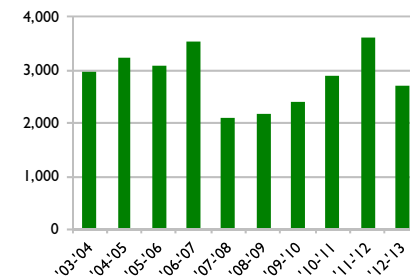
There are an estimated 243,543 street trees in the City*. DOT responded to 263 emergencies for street tree maintenance in 2012-13, the lowest workload in 10 years. DOT indicated that emergency street tree repairs were largely a result of stormy weather and extremely hot or windy days and that 2012-13 was a mild year. The City also completed 2,693 sidewalk repairs in 2012-13, 10 percent less than 10 years ago.

* 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 Completed



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% of San José residents who found the following "excellent" or "good"

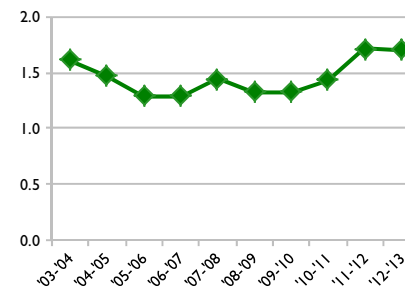
Sidewalk maintenance	43%
Amount of public parking	31%
Street tree maintenance	29%

ON- AND OFF-STREET PARKING

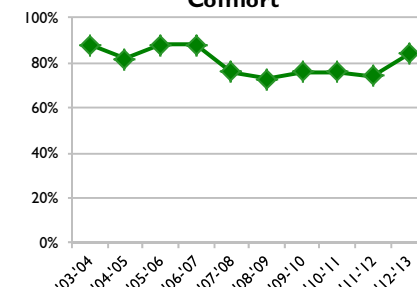
Parking Services is responsible for managing on-street and off-street parking, implementing parking policies and regulations, and supporting street sweeping, construction, and maintenance activities. Monthly parking in 2012-13 reached approximately 80,000 monthly customers in City facilities, up 45 percent compared to 10 years ago. About 1.4 million downtown customers used City parking facilities in 2012-13, up five percent compared to the prior year.

The Department issued about 197,000 parking citations in 2012-13, about 17 percent fewer than in the year prior. 85 percent of abandoned vehicles were moved by the owner or otherwise in compliance by DOT's second visit.

Parking Services Revenue to Cost Ratio



Customers Rating Parking Services Good or Better Based on Satisfaction, Appearance, and Comfort



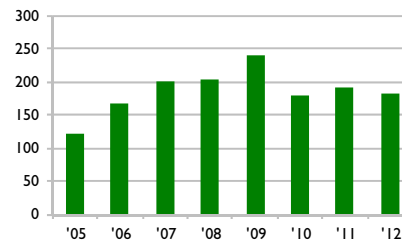
Source: Department of Transportation

SANITARY SEWERS

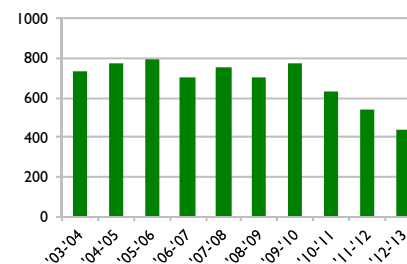
The Department maintains and operates 2,278 miles of sanitary sewer pipes, 21 sanitary sewer pump stations, and 48,000 manholes. DOT personnel are responsible for maintaining uninterrupted sewer flow to the San José-Santa Clara Regional Wastewater Facility* with minimum overflow spills and for preventing significant impacts on public health and property. DOT responded to 184 overflows in 2012. City crews removed 436 blockages and cleaned 796 miles of sewer mains.

* The Facility, formerly known as the Water Pollution Control Plant (WPCP), it is operated by the Environmental Services Department (for more information see the ESD chapter).

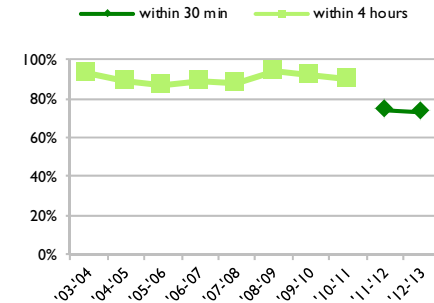
Sewer Overflows



Sewer Main Line Stoppages Cleared



Percentage of Sewer Blockages Cleared



STORM DRAINAGE

The City cleans the storm drain system and ensures proper flow into the regional water tributary system and the southern San Francisco Bay. Proactive cleaning of storm drains prevents harmful pollutants and debris from entering the Bay and reduces the number of blockages during storms. DOT maintains approximately 30,000 storm drain inlets. In 2012-13, 869 storm drain inlet stoppages were identified and cleared — the number depends on the severity of the storm season. DOT also maintains 28 storm water pump stations and cleans the wetwells during the dry season.

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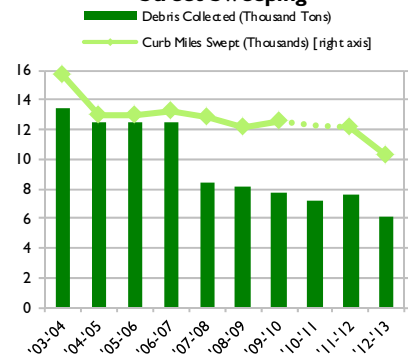
% of San José residents who found the following "excellent" or "good"

Sewer services	65%
Storm drainage services	59%
Street cleaning	45%

KEY FACTS (2012-13)

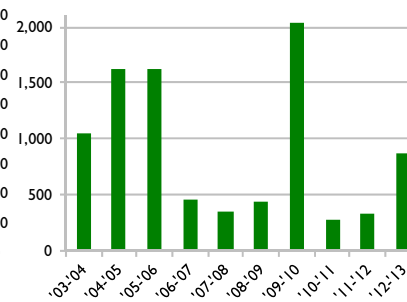
Sanitary Sewers	2,278 miles
Combo Cleaning Trucks	16
Storm Drains	1,250 miles
Storm Water Pump Stations	28
Curb Sweeping (by the City and by Contractors)	51,492 miles

Street Sweeping



According to DOT, there was less debris on the streets and staffing fluctuations also led to a decrease in miles swept by City crews.

Storm Drain Inlet Stoppages Identified and Cleared



2008-09 estimated. 2009-10 was an above-normal storm year.

Percentage of High Priority Storm Drain Requests Addressed Within 4 Hours

