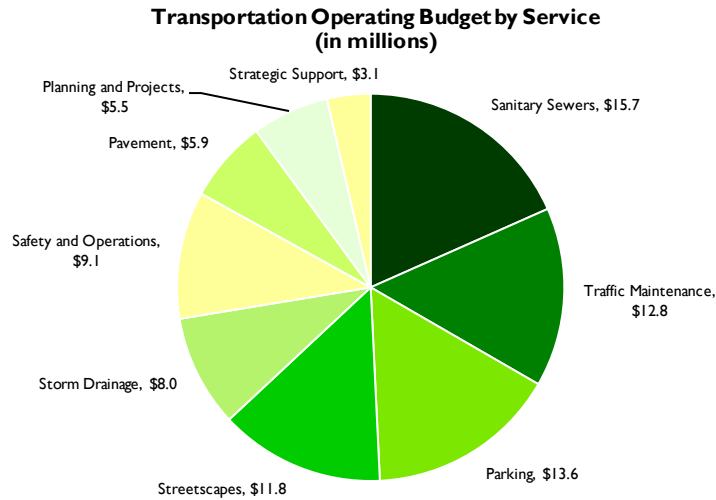


TRANSPORTATION

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

In 2015-16, the Transportation Department's (DOT) operating budget totaled \$85 million. DOT had 439 authorized positions, but staffing was still 8 percent lower than 10 years ago.

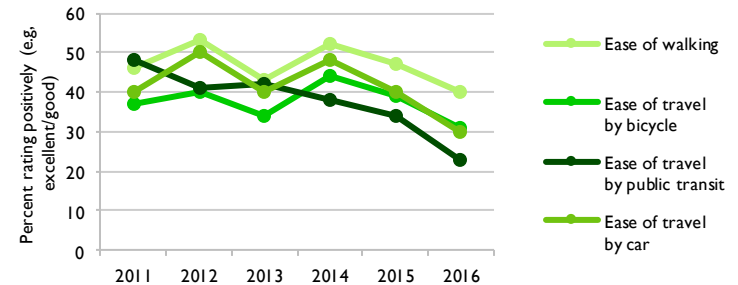


* DOT was also responsible for approximately \$6.8 million of Citywide expenses in 2015-16, including \$2.2 million related to parking citations/jail courthouse fees and \$2.1 million for sidewalk repairs. DOT also had authority over \$238 million in special funding and capital improvement programs for parking and traffic.

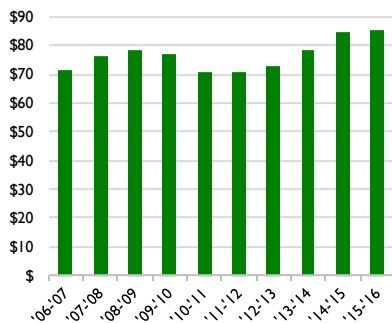
KEY FACTS (2015-16)

Planned traffic capital improvement spending	\$196 million
Streets	approx. 2,432 miles
Traffic Signal Intersections	932
Streetlights	64,300
- LED Streetlights	24,800
On-Street Bikeway Miles	259
Sanitary Sewers	2,294 miles
Landscape Abutments in Public Right-of-Ways	570 acres
- Maintained by Special Districts	approx. 330 acres
Street Trees	268,000
Parking Meters	approx. 2,600
Parking Lots and Garages	14
- Total Spaces	7,130

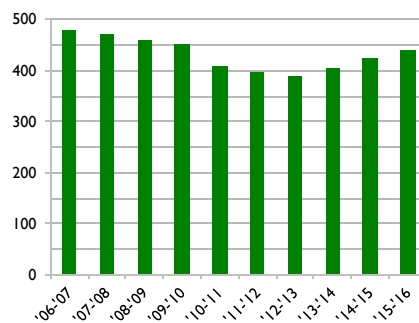
RESIDENT SURVEY



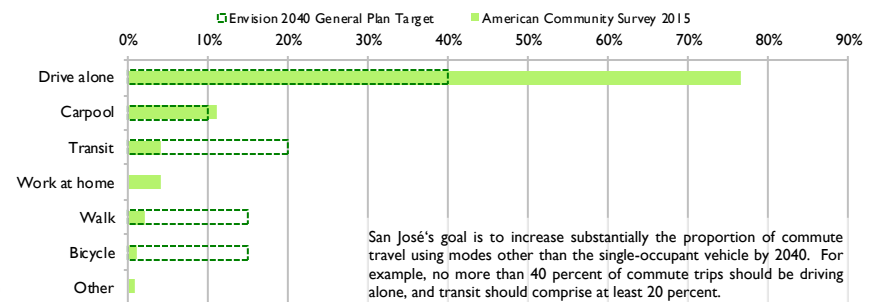
DOT Operating Budget (\$millions)



DOT Authorized Positions



San José Residents' Mode of Commuting to Work



2015 American Community Survey, 1-year estimates, table B08006

TRANSPORTATION SAFETY & OPERATIONS

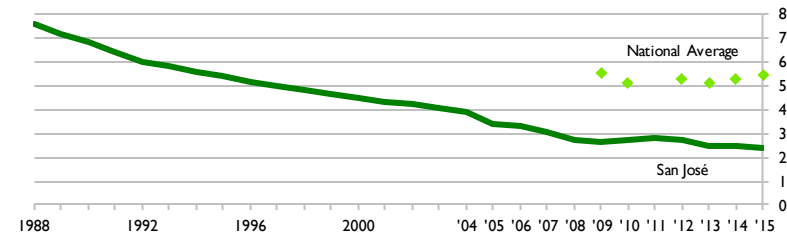
Transportation Operations focuses on safe and efficient operations through various traffic safety programs. In 2015, the City adopted [Vision Zero](#), a policy that recognizes traffic deaths as preventable and unacceptable, and thus prioritizes human life over mobility and high vehicle speeds. It is the City's goal to move towards zero traffic deaths and provide safe streets for all, as soon as possible.

San José's rate of fatal and injury crashes per 1,000 residents was 2.35 in calendar year 2015. For comparison, the national average was 5.44 fatal and injury crashes per 1,000 residents in 2015.

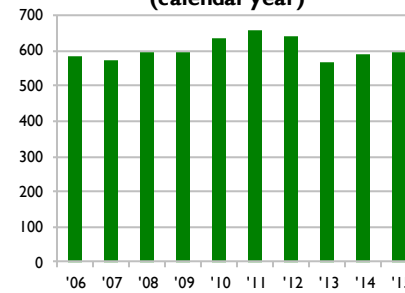
DOT provides safety education to help change motorist, bicyclist, and pedestrian behaviors. 36,412 school children received traffic safety education in 2015-16.

DOT continued to install flashing beacons, median islands, or curb ramps to enhance pedestrian crossings on major roads and in school zones to improve safety.

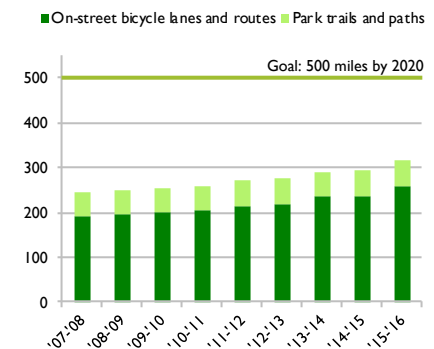
San José Fatal and Injury Crash Rate (Per 1,000 Residents)



Pedestrian and Bicycle Injury Crashes (calendar year)



Miles of Bicycle Lanes and Trails



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 2015-16, DOT planned to spend \$196 million on traffic capital improvement projects. An estimated 83 percent of City transportation projects were completed on schedule or within two months of the baseline schedule.* Local projects include the Autumn Street Extension, bicycle improvements, and LED streetlight conversions. Regional projects include Route 280/880/Stevens Creek Interchange, the [BART extension to San José](#), and early planning on California High-Speed Rail.

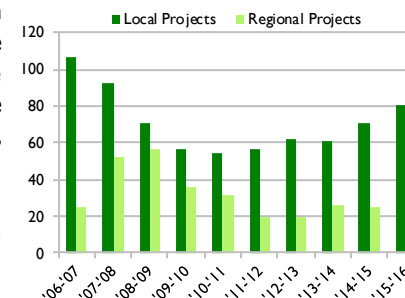
San José currently has 316 miles of bikeways including 259 miles of on-street bicycle lanes and routes (installed by DOT) and 57 miles of trails and paths (installed by Parks, Recreation and Neighborhood Services).

RESIDENT SURVEY

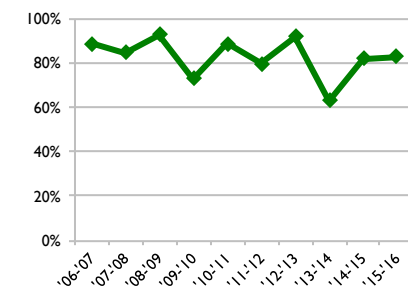
32% of San José residents rated traffic signal timing as "excellent" or "good"

17% of residents rated the traffic flow on major streets as "excellent" or "good"

Transportation Projects in Process



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



*This measure represents projects completed by DOT and Public Works.

TRANSPORTATION

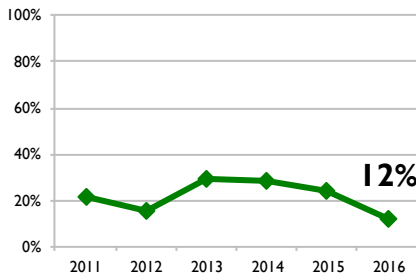
STREET PAVEMENT MAINTENANCE

Pavement Maintenance is responsible for the maintenance and repair of about 2,432 miles of City street pavement. For many years, pavement maintenance has been under-funded. Thus, DOT's maintenance strategy has focused on 542 miles of designated priority streets. Only 27 miles of street were resurfaced and 59 miles were preventively sealed in FY 2015-16. The City needs \$521 million to eliminate the backlog of poor and failed roads. If continuing current funding levels, this backlog will grow to \$1.8 billion by 2025.

The street pavement condition was deemed only "fair" in 2015—rated at 62* on the Pavement Condition Index (PCI) scale out of 100. This 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. Because major repairs cost five to ten times more than routine maintenance, these streets are at an especially critical stage.

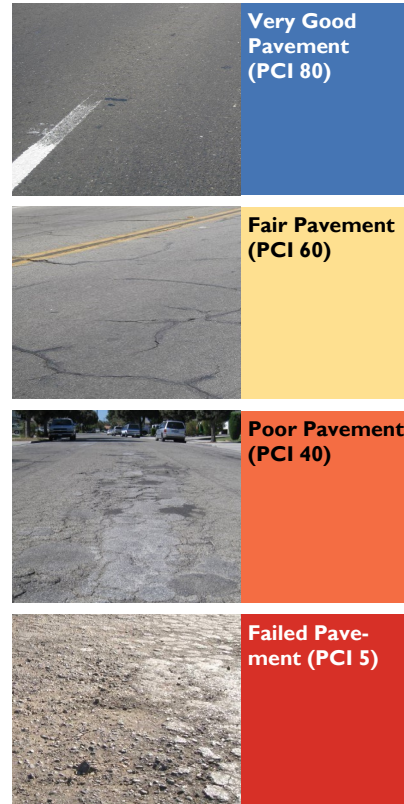
RESIDENT SURVEY

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

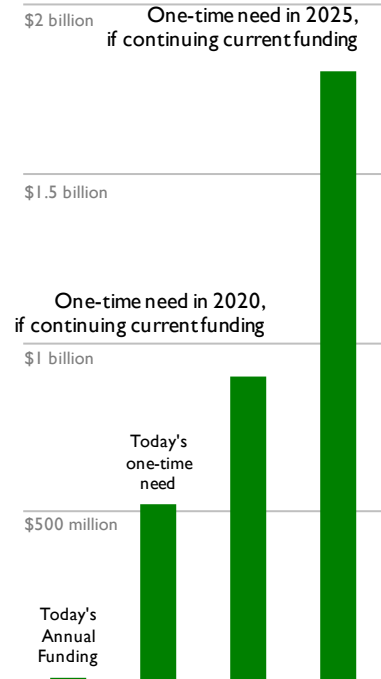


Just 12 percent of residents surveyed in the fall of 2015 reported that they felt street repair was "excellent" or "good." Residents ranked this service among the poorest.

DOT continued to make safety-related corrective repairs, such as filling potholes and patching damaged areas. In 2015-16, DOT crews repaired over 10,300 potholes.

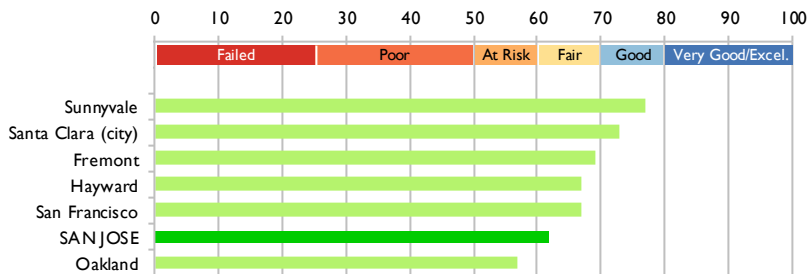


Funding Needed to Fix Poor, Failed, and Overdue Roads



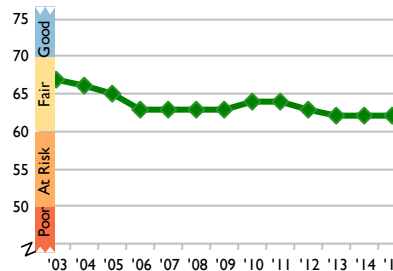
Photos source: Department of Transportation

2015 Pavement Condition Index Selected Bay Area Comparisons*

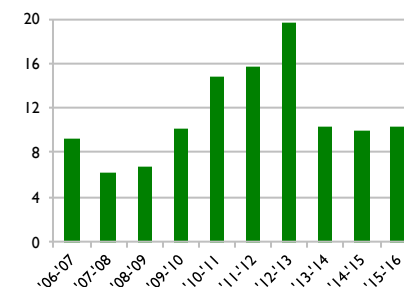


* 3-year moving average, calendar year basis
Source: [Metropolitan Transportation Commission](#)

Pavement Condition Index San José*



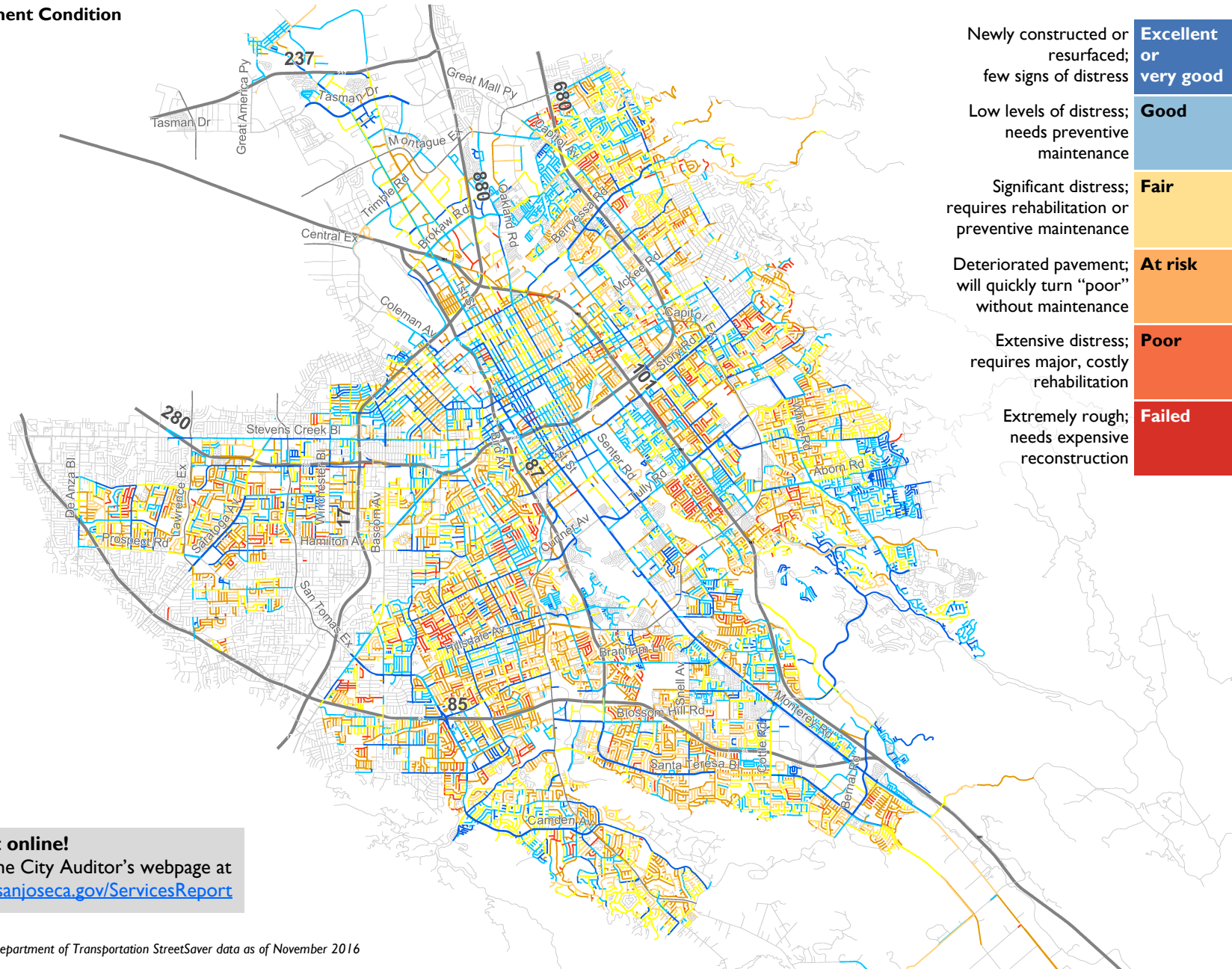
Number of Potholes Filled (thousands)



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

TRANSPORTATION

Pavement Condition



See it online!

Visit the City Auditor's webpage at www.sanjoseca.gov/ServicesReport

Source: Department of Transportation StreetSaver data as of November 2016

TRANSPORTATION

TRAFFIC MAINTENANCE

The Traffic Maintenance Division is responsible for maintaining the City’s traffic signals, traffic signs, roadway markings, and streetlights. In 2015-16, DOT made 2,100 repairs to traffic signals. DOT responded to signal malfunctions within 30 minutes 46 percent of the time, down by 9 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 2015-16, exceeding the target of 90 percent. 2,500 signs were preventively maintained.

Roadway marking services were completed within established priority guidelines 98 percent* of the time in 2015-16. 56 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 64,300 streetlights were operational. 37 percent of malfunctions were repaired within seven days, compared to 87 percent in 2009-10. LED streetlight conversions and new installations continue; in 2015-16, about 1,500 new LED lights were installed. In late 2015, DOT put out a Request for Proposals to complete remaining streetlight conversions.

Traffic Signals

932 traffic signal intersections in San José

2,100 repairs and **250** preventive maintenance activities completed

46% of malfunctions responded to within 30 minutes

Traffic and Street Name Signs

118,000 traffic control and street name signs in San José (estimate)

1,200 repairs and **2,600** preventive maintenance activities completed

99% service requests completed within established guidelines*

85% of signs in good condition

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

Roadway Markings

5.6 million square feet of roadway markings

382 maintenance requests completed

98% of service requests completed within prioritized operational guidelines*

56% of markings met visibility and operational guidelines

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

Streetlights

64,300 streetlights in San José, including **24,800** LED streetlights

11,300 repairs completed

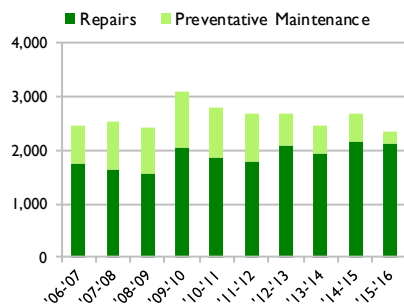
37% of malfunctions repaired within 7 days

98% of streetlights in operational condition

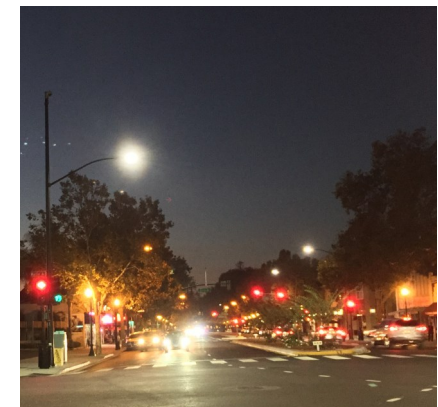
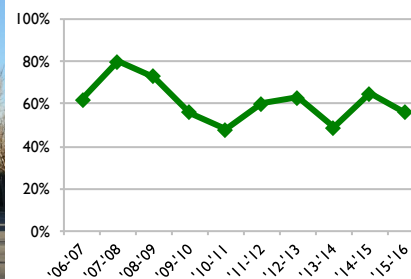
RESIDENT SURVEY

42% of San José residents rated street lighting as “excellent” or “good”

Number of Traffic Signal Maintenance Activities



Percent of Roadway Markings Meeting Visibility and Operational Guidelines



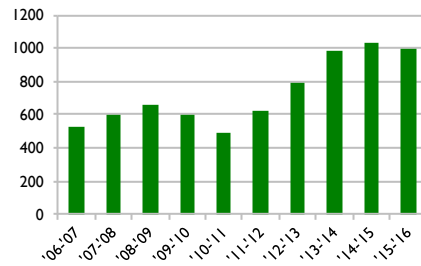
Source: Auditor photographs

SANITARY SEWERS

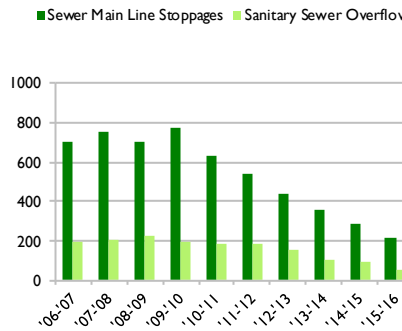
DOT maintains 2,294 miles of sanitary sewers and 21 sewer pump stations. DOT is responsible for maintaining uninterrupted sewer flow to the San José-Santa Clara Regional Wastewater Facility.* To reduce stoppages and overflows, DOT has increased its proactive cleaning in recent years. 993 miles were cleaned in 2015-16, twice as many as 10 years ago. DOT responded to 55 sewer overflows in 2015-16, while the number of main line stoppages fell to 219.

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

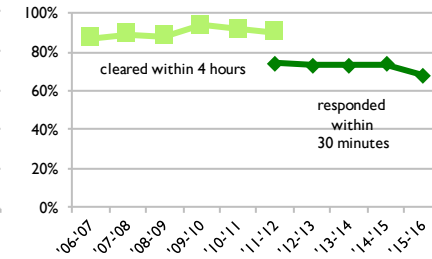
Sewer Miles Cleaned



Sewer Stoppages and Overflows



Timeliness of Sewer Overflow Response



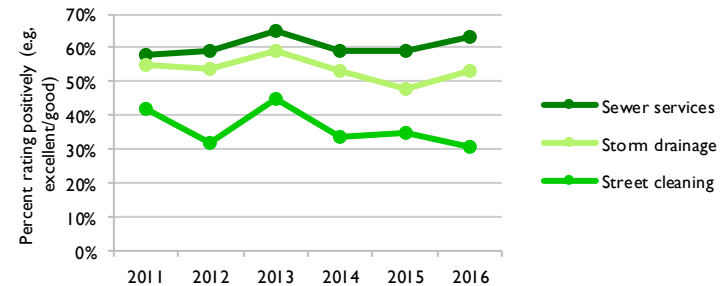
STORM DRAINAGE

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 drains inlets prevents harmful pollutants, trash, and debris from entering the Bay and reduces the potential for blockages during heavy rains. In 2015-16, DOT responded to 1,174 storm calls. The number of stoppages and calls varies depending on the severity of rainfall. DOT also maintains 29 storm water pump stations and cleans the wet-wells during the summer.

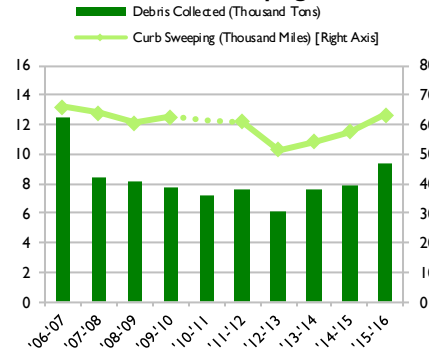
KEY FACTS (2015-16)

Sanitary Sewers	2,294 miles
Storm Drain System	1,250 miles
Storm Water Pump Stations	29
Curb Sweeping (by the City and by Contractors)	63,400 miles (estimate)

RESIDENT SURVEY

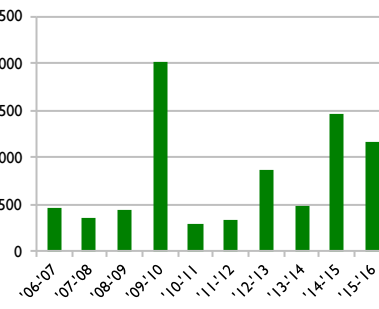


Street Sweeping



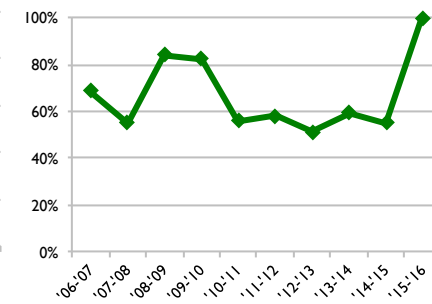
Estimates. According to DOT, staffing fluctuations led to a decrease in miles swept by City crews.

Storm Calls



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

Percentage of High Priority Storm Drain Requests Addressed Within 4 Hours



The types of requests counted for this measure changed in 2014-15.

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

TRANSPORTATION

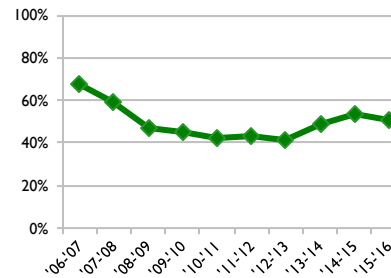
STREET LANDSCAPE MAINTENANCE

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 2015-16, DOT maintenance staff provided basic safety-related and complaint-driven activities to keep an estimated 51 percent of street landscapes in good condition, down from 68 percent 10 years ago.

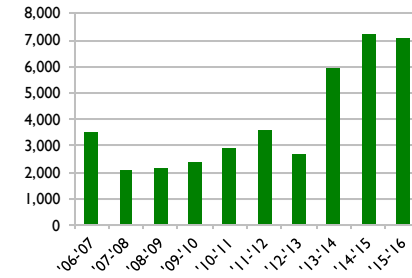
There are an estimated 268,000 street trees in the City.* DOT responded to 915 emergencies for street tree maintenance in 2015-16. The City initiated 7,000 sidewalk repairs in 2015-16, double the amount 10 years ago because of added staffing.

* 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



RESIDENT SURVEY

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

Street tree maintenance **27%**

Sidewalk maintenance **28%**

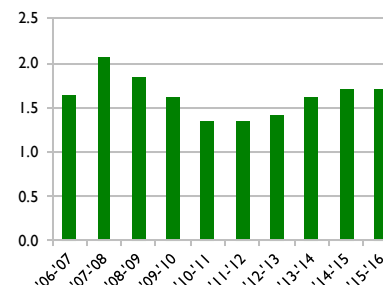
Public parking **26%**

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 2015-16 reached approximately 103,000 monthly customers in City facilities, up 68 percent compared to 10 years ago. About 1.7 million visitors customers used [City parking facilities](#) in 2015-16.

The Department issued over 212,000 parking citations in 2015-16, 4 percent more than the prior year. 89 percent of [abandoned vehicles](#) were moved by the owner or otherwise in compliance by DOT's second visit, close to DOT's target of 90 percent.

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



Parking Citations Issued (thousands)

