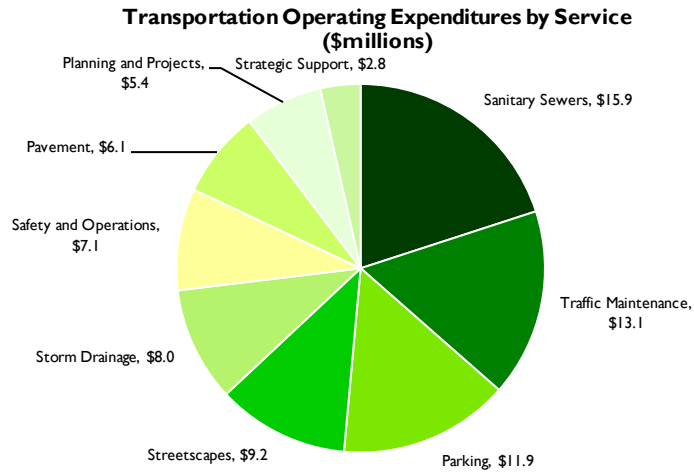


TRANSPORTATION DEPARTMENT

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 2014-15, the Transportation Department's (DOT) operating expenditures totaled \$79 million,* about 26 percent more than ten years ago. DOT had 426 authorized positions, but staffing was still 10 percent lower than 10 years ago.



* DOT was also responsible for approximately \$6.4 million of Citywide expenses in 2014-15, including \$2.9 million related to parking citations/jail courthouse fees and \$1.8 million for sidewalk repairs. DOT also had authority over \$229 million in special funding and capital improvement programs for parking and traffic.

KEY FACTS (2014-15)

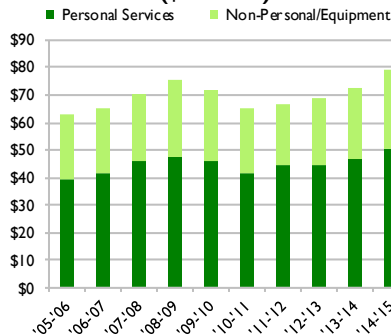
Planned traffic capital improvement spending	\$188 million
Streets	approx. 2,431 miles
Traffic Signal Intersections	923
Streetlights	64,000
- LED Streetlights	23,300 (estimate)
On-Street Bicycle Lanes	237 miles
Sanitary Sewers	2,294 miles
Landscape Abutments in Public Right-of-Ways	566 acres
- Maintained by Special Districts	329 acres
Street Trees	268,000
Parking Meters	approx. 2,600
Parking Lots and Garages	14
- Total Spaces	7,140

NATIONAL CITIZEN SURVEY™

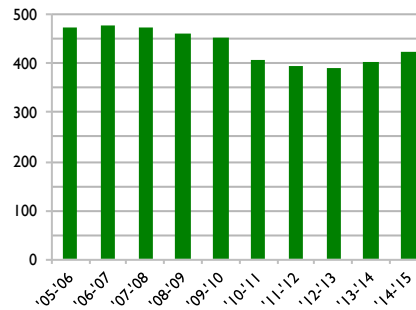
% of San José residents who found the following "excellent" or "good"

Overall ease of getting to places they usually have to visit	48%
Ease of walking in San José	47%
Ease of car travel in San José	40%
Ease of bicycle travel in San José	40%
Ease of travel by public transportation in San José	34%

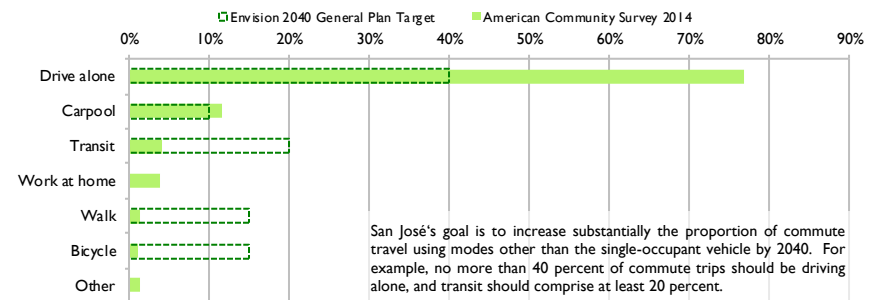
DOT Operating Expenditures (\$millions)



DOT Authorized Positions



San José Residents' Mode of Commuting to Work



2014 American Community Survey, 1-year estimates, table B08006

TRANSPORTATION DEPARTMENT

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.

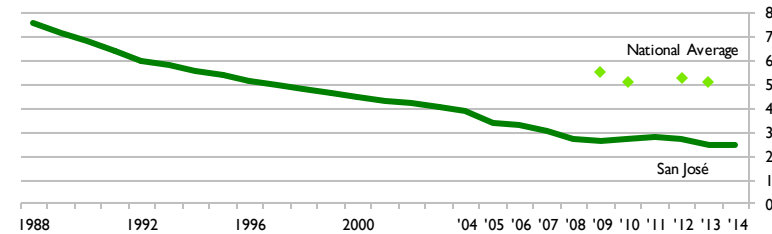
San José's rate of fatal and injury crashes per 1,000 residents was 2.5 in calendar year 2014. For comparison, the national average was 5.1 fatal and injury crashes per 1,000 residents in 2013.

DOT provides safety education to help change motorists', bicyclists', and pedestrians' behaviors. 28,000 school children received traffic safety education in 2014-15.

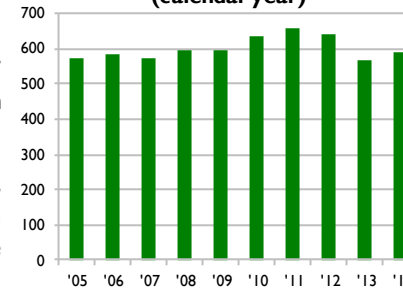
To enhance pedestrian crossings on major roads and in school zones, DOT installed flashing beacons, median islands, or curb ramps at 46 crosswalks in the past 3 years.

To improve traffic flow, DOT used grant funding to retime 76 traffic signals along commute corridors. In early 2015, DOT opened a new transportation management center, where traffic flow conditions are monitored in real time and signal timing is adjusted to minimize travel delays.

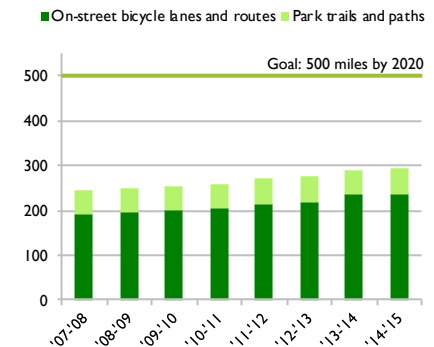
San José Fatal and Injury Crash Rate (Per 1,000 Residents)



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 2014-15, DOT planned to spend \$188 million on traffic capital improvement projects. 82 percent of 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](#), the [BART extension to San José](#), and bus rapid transit on Alum Rock Avenue.

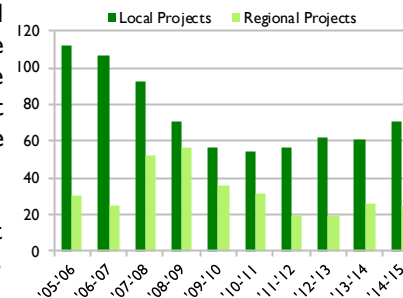
San José currently has 294 miles of bikeways including 237 miles of on-street bicycle lanes and routes (installed by DOT) and 57 miles of trails and paths (installed by Parks, Recreation and Neighborhood Services).

NATIONAL CITIZEN SURVEY™

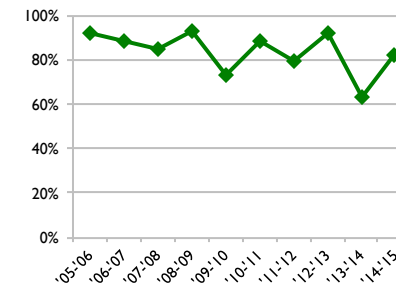
38% of San José residents rated traffic signal timing as "excellent" or "good"

23% 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)



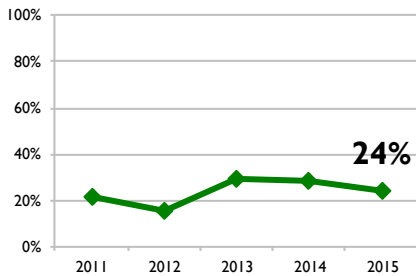
TRANSPORTATION DEPARTMENT

STREET PAVEMENT MAINTENANCE

Pavement Maintenance is responsible for the maintenance and repair of about 2,431 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 39 miles of street were resurfaced and 26 miles were preventively sealed in FY 2014-15. The City needs \$500 million to eliminate the backlog of poor and failed roads. If continuing current funding levels, this will grow to \$1 billion by 2020.

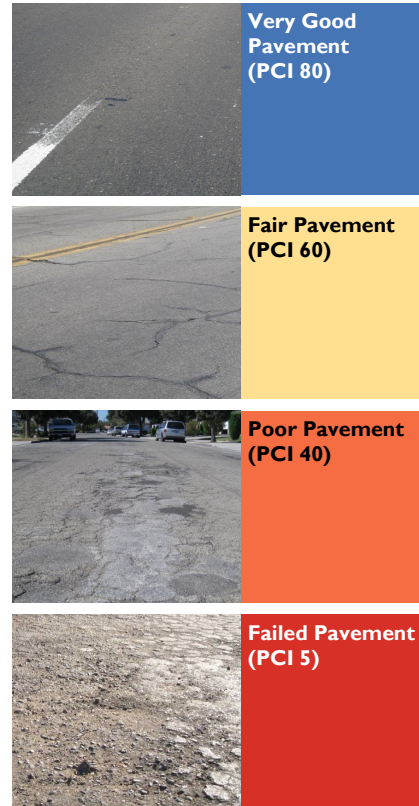
The street pavement condition was deemed only "fair" in 2014—rated at 62* on the Pavement Condition Index (PCI) scale out of 100. This is down from the 2003 PCI rating of 67. A "fair" rating means that streets are worn to the point where expensive repairs may be needed to prevent them from deteriorating rapidly. Because major repairs cost five to ten times more than routine maintenance, these streets are at an especially critical stage.

NATIONAL CITIZEN SURVEY™
% of San José residents rating street repair as "excellent" or "good"

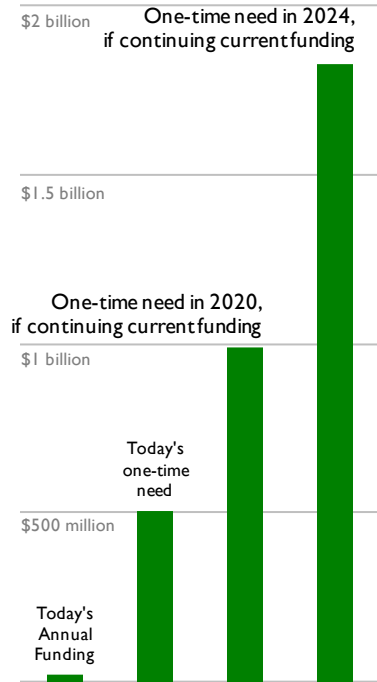


Just 24 percent of residents surveyed in the fall of 2015 reported that they felt street repair was "excellent" or "good." Residents ranked this service among the poorest.

DOT continued to make safety-related corrective repairs, such as filling potholes and patching damaged areas. In 2014-15, DOT crews repaired 10,000 potholes.

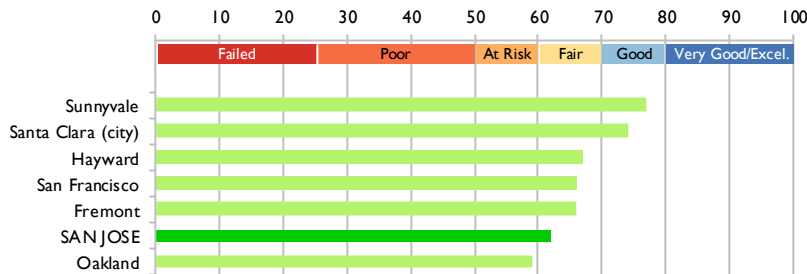


Funding Needed to Fix Poor, Failed, and Overdue Roads



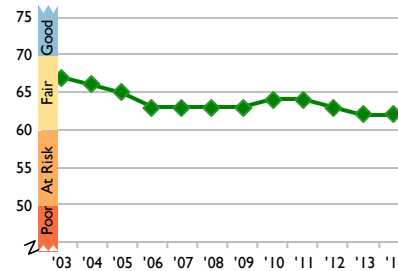
Photos source: Department of Transportation

2014 Pavement Condition Index Selected Bay Area Comparisons*

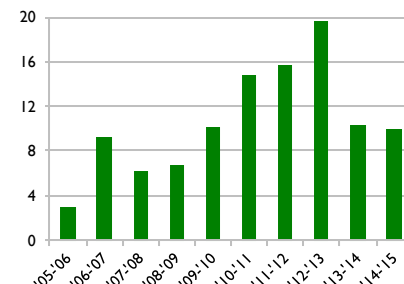


* 3-year moving average, calendar year basis
Source: [Metropolitan Transportation Commission](#)

Pavement Condition Index San José*



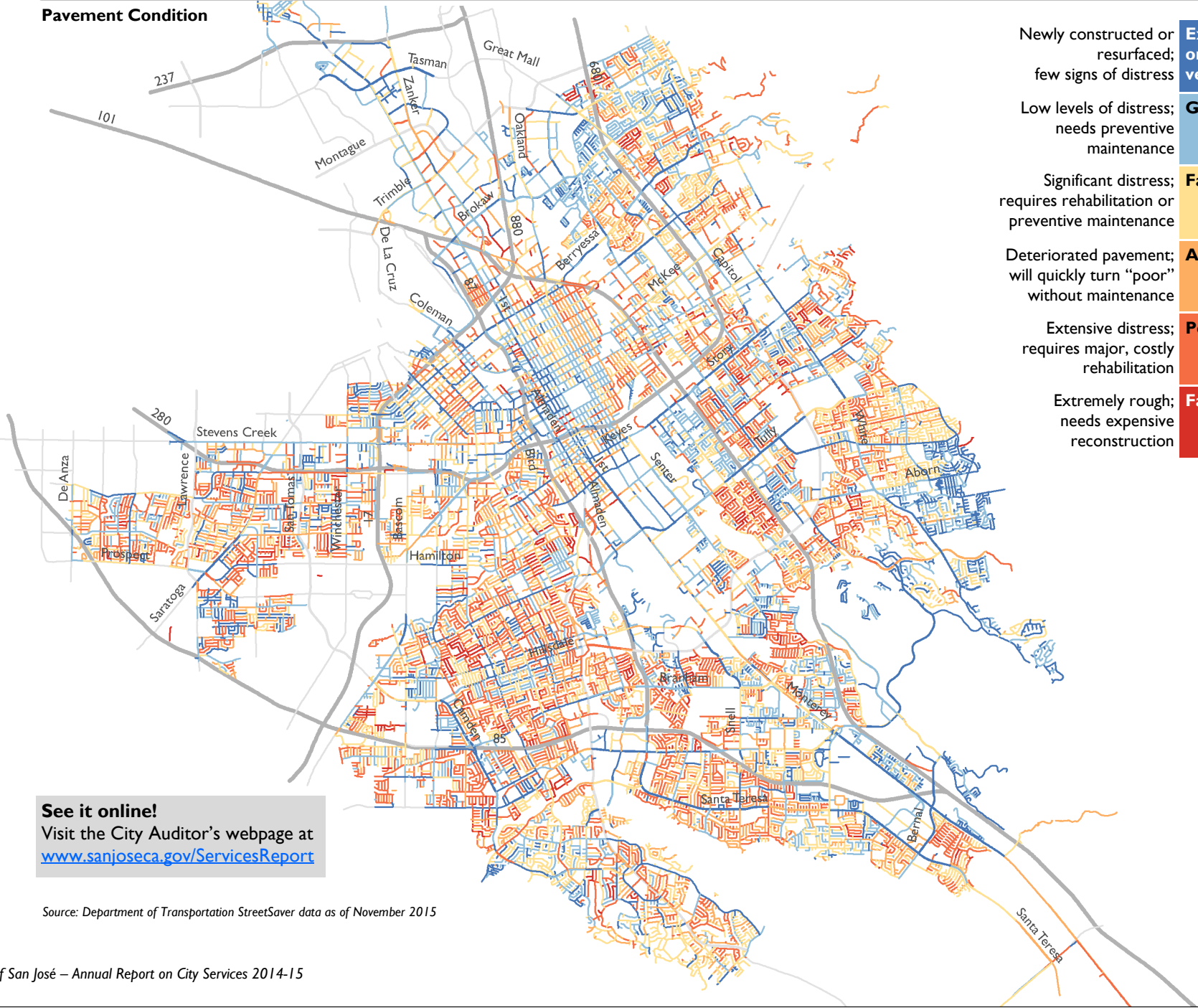
Number of Potholes Filled (thousands)



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

TRANSPORTATION DEPARTMENT

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

See it online!
 Visit the City Auditor's webpage at www.sanjoseca.gov/ServicesReport

Source: Department of Transportation StreetSaver data as of November 2015

TRANSPORTATION DEPARTMENT

TRAFFIC MAINTENANCE

The Traffic Maintenance Division is responsible for maintaining the City's traffic signals, traffic signs, roadway markings, and streetlights. In 2014-15, DOT made 2,200 repairs to traffic signals. DOT responded to signal malfunctions within 30 minutes 55 percent of the time, down by 5 percentage points since the year prior.

DOT's response to traffic and street name sign service requests fell within established priority guidelines 97 percent* of the time in 2014-15. 2,700 signs were preventively maintained.

Roadway marking services were completed within established priority guidelines 99 percent* of the time in 2014-15. 65 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.

97 percent of San José's 64,000 streetlights were operational. 44 percent of malfunctions were repaired within seven days, compared to 87 percent in 2009-10. LED streetlight conversions and new installations continue; in 2014-15, about 19,000 new LED lights were installed. More than 4,400 streetlight outages were caused by stolen or cut wire in 2014-15. With temporary resources, DOT eliminated the repair backlog and is responding to most new cases within 2 to 4 weeks.

Traffic Signals

923 traffic signal intersections in San José

2,200 repairs and **500** preventive maintenance activities completed

55% of malfunctions responded to within 30 minutes

Traffic and Street Name Signs

114,000 traffic control and street name signs in San José (estimate)

1,200 repairs and **2,700** preventive maintenance activities completed

97% service requests completed within established guidelines*

78% of signs in good condition

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

Roadway Markings

5.5 million square feet of roadway markings

495 maintenance requests completed

99% of service requests completed within prioritized operational guidelines*

65% of markings met visibility and operational guidelines

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

Streetlights

64,000 streetlights in San José
23,300 LED streetlights (November 2015)

17,500 repairs completed

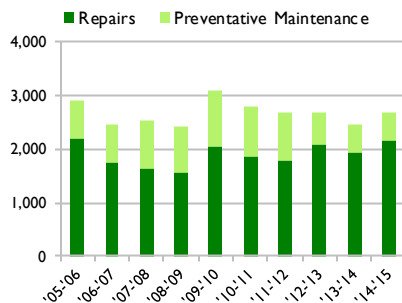
44% of malfunctions repaired within 7 days

97% of streetlights in operational condition

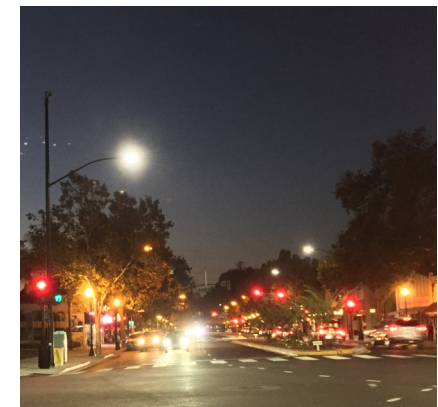
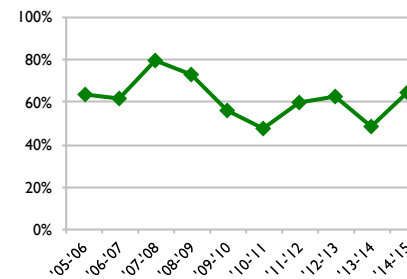
NATIONAL CITIZEN SURVEY™

45% 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



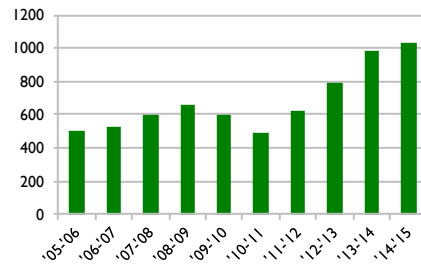
Source: Auditor photographs

SANITARY SEWERS

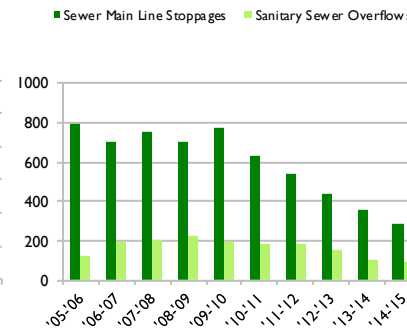
DOT maintains 2,294 miles of sanitary sewers and 21 sewer pump stations. DOT is responsible for maintaining uninterrupted sewer flow to the San José-Santa Clara Regional Wastewater Facility.* To reduce stoppages and overflows, DOT has increased its proactive cleaning in recent years. 1,035 miles were cleaned in 2014-15, twice as many as 10 years ago. DOT responded to 96 sewer overflows in 2014-15, while the number of main line stoppages fell to 286.

* 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).

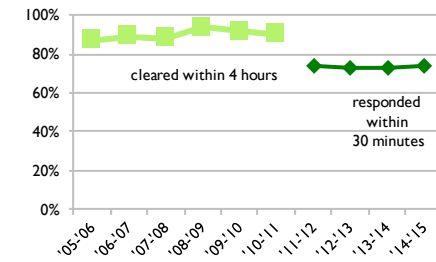
Sewer Miles Cleaned



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 2014-15, DOT responded to 1,472 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.

NATIONAL CITIZEN SURVEY™

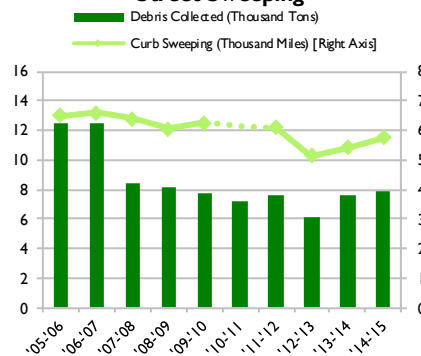
% of San José residents who found the following "excellent" or "good"

Sewer services	59%
Storm drainage services	49%
Street cleaning	35%

KEY FACTS (2014-15)

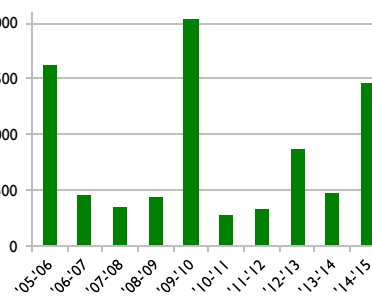
Sanitary Sewers	2,294 miles
Storm Drain System	1,250 miles
Storm Water Pump Stations	29
Curb Sweeping (by the City and by Contractors)	57,500 miles (estimate)

Street Sweeping



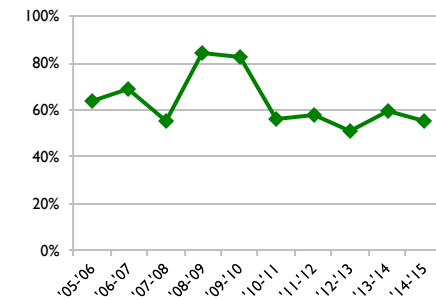
Estimates. According to DOT, staffing fluctuations led to a decrease in miles swept by City crews.

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.

TRANSPORTATION DEPARTMENT

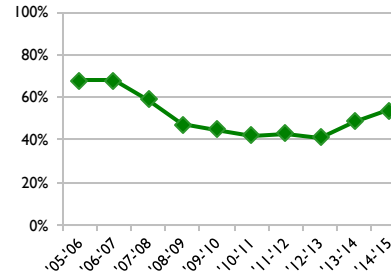
STREETSCAPES MAINTENANCE

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 2014-15, DOT maintenance staff provided basic safety-related and complaint-driven activities to keep an estimated 54 percent of street landscapes in good condition, down from 68 percent 10 years ago.

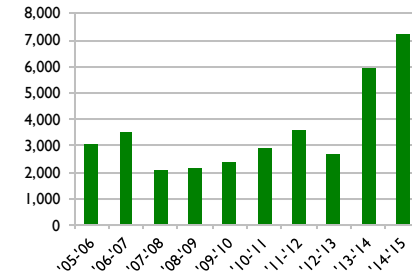
There are an estimated 268,000 street trees in the City.* DOT responded to 474 emergencies for street tree maintenance in 2014-15. DOT indicated that emergency street tree repairs were largely a result of stormy weather and extremely hot or windy days and that 2014-15 was a mild year. The City initiated 7,300 sidewalk repairs in 2014-15, more than 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



NATIONAL CITIZEN SURVEY™

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

Street tree maintenance **33%**

Sidewalk maintenance **30%**

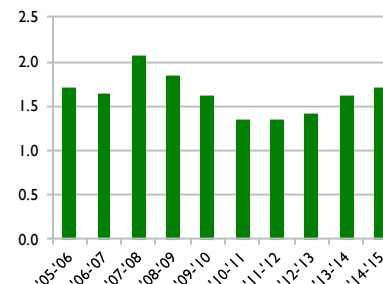
Ease of public parking **27%**

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 2014-15 reached approximately 95,000 monthly customers in City facilities, up 63 percent compared to 10 years ago. About 1.7 million downtown customers used [City parking facilities](#) in 2014-15, up 5 percent compared to the prior year.

The Department issued about 204,000 parking citations in 2014-15, 5 percent below the prior year because of staff vacancies. 90 percent of [abandoned vehicles](#) were moved by the owner or otherwise in compliance by DOT's second visit.

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



Parking Citations Issued (thousands)

