

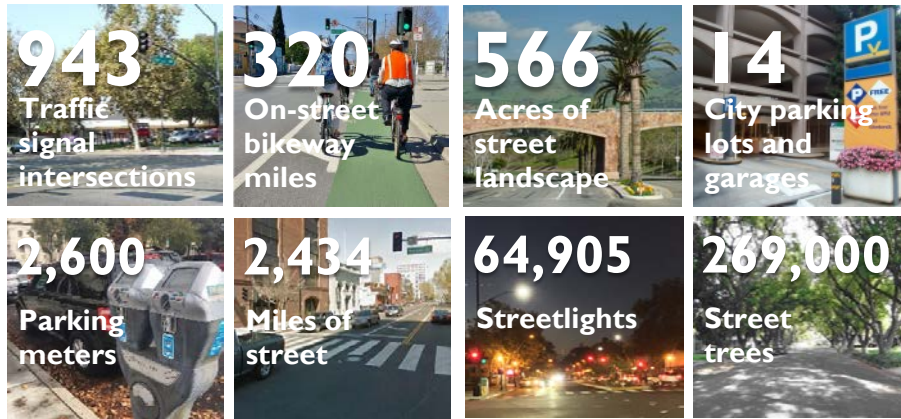
## TRANSPORTATION

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.

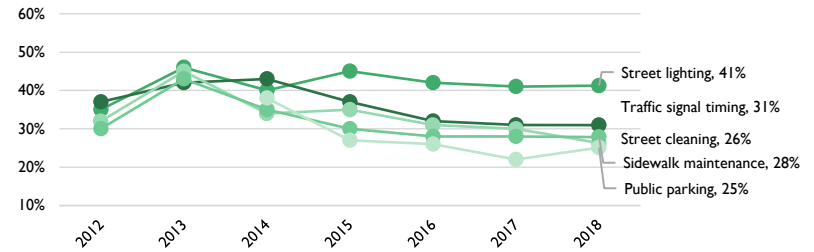
# TRANSPORTATION

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.

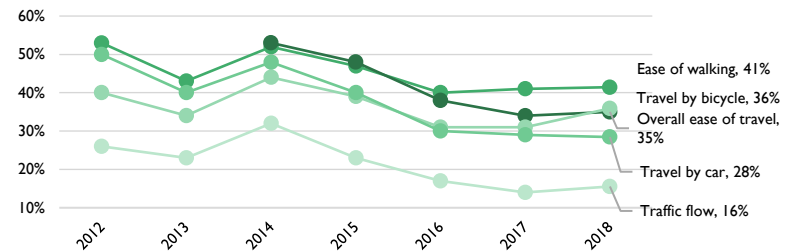
In 2017-18, DOT's operating expenditures totaled \$96 million. This includes personal and non-personal expenditures. The Department was responsible for additional costs including \$22.3 million in program costs from capital funds and Citywide and other expenses totaling \$8.7 million. DOT had 468 authorized positions; staffing was about the same as it was 10 years ago.



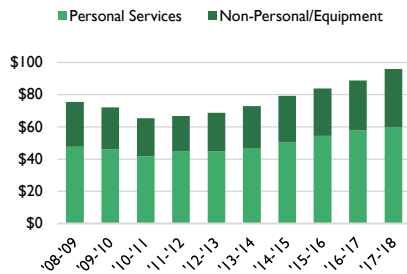
**RESIDENT SURVEY**  
% of San José residents rating transportation-related services as "excellent" or "good"



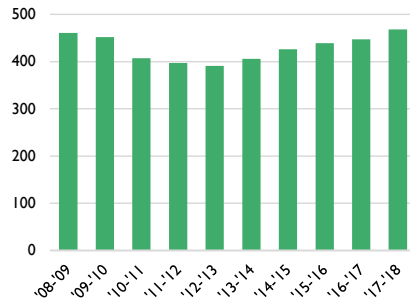
**RESIDENT SURVEY**  
% of San José residents rating travel modes as "excellent" or "good"



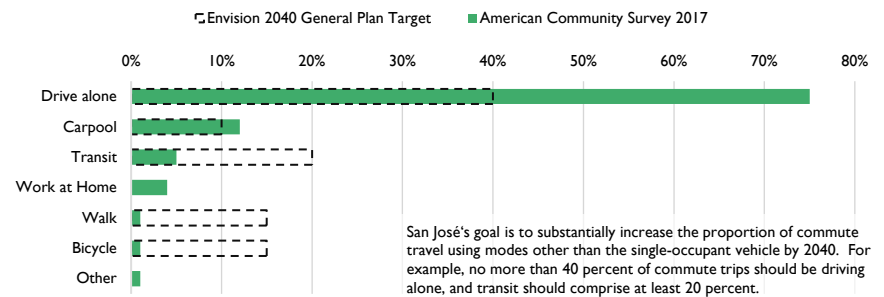
**DOT Operating Expenditures (millions)**



**DOT Authorized Positions**



**San José Residents' Mode of Commuting to Work**



2017 [American Community Survey](#), 1-year estimates, table B08006

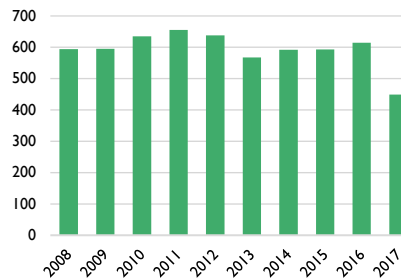
## TRANSPORTATION OPERATIONS & SAFETY

Transportation Operations manages various traffic safety programs to facilitate safe and efficient travel within San José. Nearly 33,000 school children received traffic safety education in 2017-18. DOT also installs flashing beacons, median islands, and curb ramps to enhance pedestrian crossings on major roads and in school zones to improve safety.

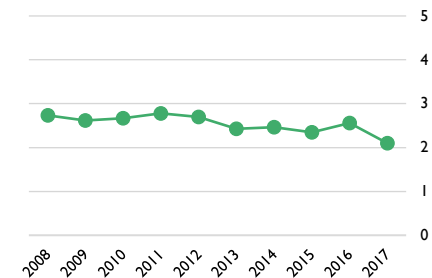
In 2015, the City adopted [Vision Zero](#), a policy that recognizes traffic deaths as preventable and unacceptable, and prioritizes human life over mobility and high vehicle speeds. Under Vision Zero, the City's goal is to move towards zero traffic deaths and provide safe streets for all.

In 2017, San José's rate of fatal and injury crashes was 2.1 per 1,000 residents. By comparison, the national rate of fatal and injury crashes was 6.8 per 1,000 residents in the United States in 2016.

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



**San José Fatal and Injury Crash Rate per 1,000 Residents**



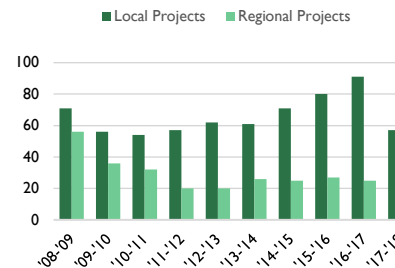
## TRANSPORTATION PLANNING & PROJECT DELIVERY

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.

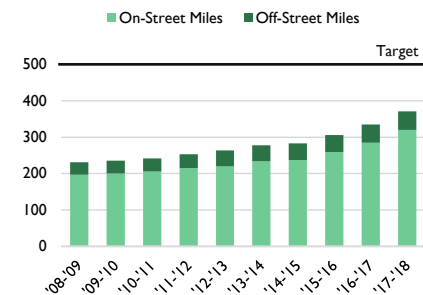
In 2017-18, DOT budgeted \$236 million towards its traffic capital improvement program. An estimated 96 percent of City transportation projects were completed on schedule or within two months of the baseline construction schedule. Regional projects include freeway and transit infrastructure improvements; local projects include major street improvements, such as road resurfacing and bike lane installation.

San José currently has 371 miles of bikeways including 320 miles of on-street bicycle lanes and routes (installed by DOT) and 51 miles of paved trails (installed by Parks, Recreation and Neighborhood Services). San José is three-fourths of the way to its 2020 goal of 400 miles of on-street bikeways and 100 miles of off-street bike trails.

**Transportation Projects in Progress**



**Miles of Bikeways**



**Example Local & Regional Transportation Projects (FY 2017-18)**

- The Alameda "Beautiful Way"
- Ocala Avenue Pedestrian Improvements
- BART Extension
- St. John Bike and Pedestrian Improvements
- High Speed Rail
- Route 101/Blossom Hill Road Interchange

# TRANSPORTATION

## STREET PAVEMENT MAINTENANCE

Pavement Maintenance is responsible for maintaining and repairing the 2,434 miles of City streets. In 2017, the City's street pavement condition was rated a 64, or "fair," on the Pavement Condition Index (PCI) scale.\* A "fair" rating means that streets are worn to the point where expensive repairs may be needed to prevent them from deteriorating rapidly.

In October 2017, DOT revised its PCI rating. Based on the results of a new pavement survey, along with the significant pavement work that has been completed in recent years, the Department determined current road conditions exceeded previous estimates. The new estimate, a PCI of 67, still rates as "fair," but is closer to the City's 2020 goal of a "good" PCI of 70 or above. According to the Department, both methodologies meet Metropolitan Transportation Commission (MTC) certification requirements.

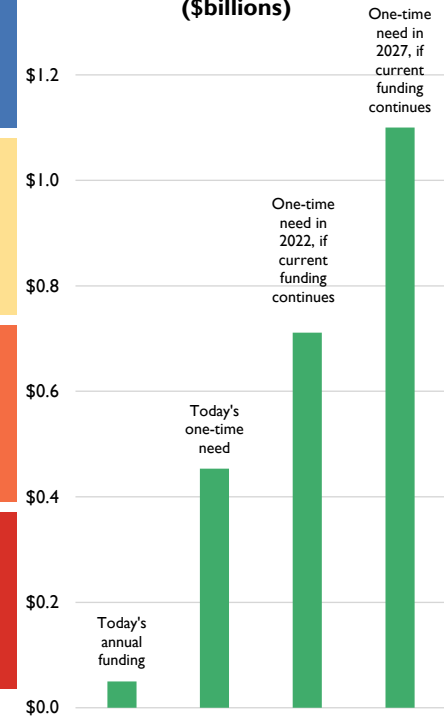
At the start of 2018-19, DOT estimated the City still needed \$453.4 million to eliminate the backlog of poor and failed roads. DOT anticipated \$51.2 million in funding for pavement maintenance for the next five years, with the backlog expected to grow to \$1.1 billion by 2027, as major repairs cost five to ten times more than routine maintenance. With the passage of Measure T in November 2018, DOT now anticipates at least \$300 million in additional bond funds to maintain residential streets, and will update projected funding needs and maintenance backlog in its annual pavement report to City Council in early 2019.

In 2017-18, 28 miles of street were resurfaced and 90 miles were preventively sealed, more than twice than in 2016-17. DOT has also continued to make safety-related corrective repairs, such as filling potholes and patching damaged areas. In 2017-18, DOT crews repaired more than 12,000 potholes.

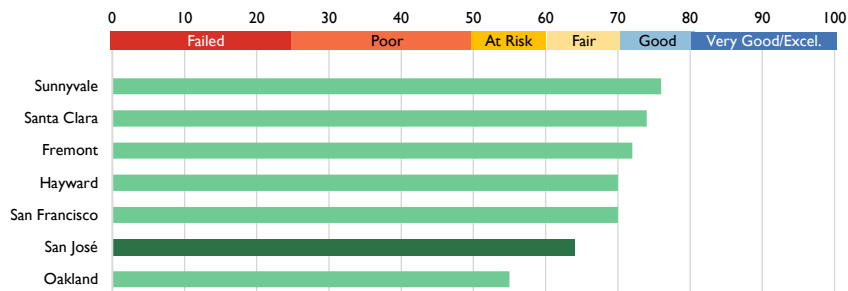


Photo source: Department of Transportation

## Funding Needed to Fix Poor, Failed, and Overdue Roads (\$billions)

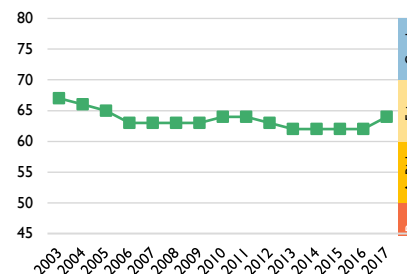


## 2017 Pavement Condition Index Selected Bay Area Comparisons\*

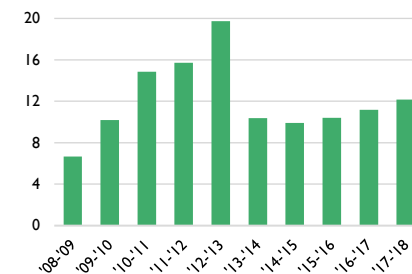


\* 3-year moving average, calendar year basis. Source: [Metropolitan Transportation Commission](#).

## Pavement Condition Index San José\*



## Number of Potholes Filled (thousands)

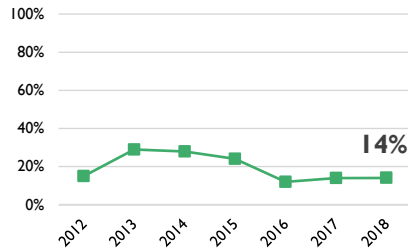


For more information, see our February 2015 [Audit of Street Pavement Maintenance](#).

## Map of Pavement Condition



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



See it online! <http://sanjoseca.gov/index.aspx?nid=4608>

Source: Metropolitan Transportation Commission StreetSaver data as of September 2018.

# TRANSPORTATION

## TRAFFIC MAINTENANCE

The Traffic Maintenance Division is responsible for maintaining the City's traffic signals, traffic signs, roadway markings, and streetlights. In 2017-18, DOT made 2,200 repairs to traffic signals. DOT responded to signal malfunctions within 30 minutes 38 percent of the time, up slightly 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 guidelines\* 98 percent of the time in 2017-18, exceeding the target of 97 percent. Over 5,600 signs were preventively maintained.

DOT crews completed roadway marking services within established priority guidelines\* 100 percent of the time in 2017-18. 60 percent of roadway markings met visibility and operational guidelines. This is down from 2008-09, 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 64,905 streetlights\* were operational; 41 percent of reported malfunctions were repaired within seven days. DOT repaired 10,400 streetlights in 2017-18, but expects the number of repairs to decrease as more streetlights are converted to LED. As of 2017-18, the City has converted or installed about 27,000 LED streetlights, up from about 3,000 LED streetlights in 2013.

### Traffic Signals

**943** traffic signal intersections in San José

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

**38%** of malfunctions responded to within 30 minutes (*Target: 60%*)

### Traffic and Street Name Signs

**122,000** traffic control and street name signs in San José (*estimate*)

**1,300** repairs and **5,600** preventive maintenance activities completed

**98%** of sign repair requests completed within established guidelines\* (*Target: 97%*)

**81%** of signs in good condition (*Target: 87%*)

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

### Roadway Markings

**5.7 million** square feet of roadway markings

**250** maintenance requests completed

**100%** of service requests completed within prioritized operational guidelines\* (*Target: 99%*)

**60%** of markings met visibility and operational guidelines (*Target: 68%*)

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

### Streetlights

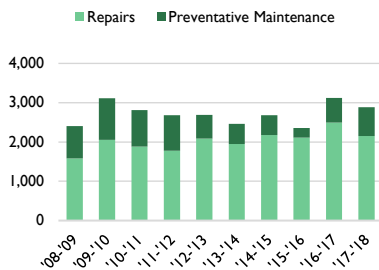
**64,905** streetlights\* in San José, including **27,000** LED streetlights

**10,400** repairs completed

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

\*includes other types of street lighting, not just streetlights

**Number of Traffic Signal Maintenance Activities**



**Percent of Roadway Markings Meeting Visibility and Operational Guidelines**

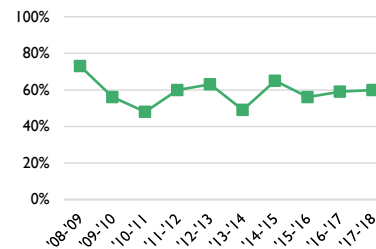


Photo source: Auditor and Department of Transportation

## 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 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. 940 miles were cleaned in 2017-18, and 761 sewer repairs were completed. The number of sanitary sewer main line stoppages and overflows declined to new lows as a result of proactive cleaning. DOT responded to just 22 sewer overflows in 2017-18, 36 fewer than last year. The number of main line stoppages that needed to be cleared fell to 73 from about 160 in 2016-17. DOT estimates 66 percent of sewer overflows were responded to within 30 minutes, similar to past years.

## STORM DRAINAGE

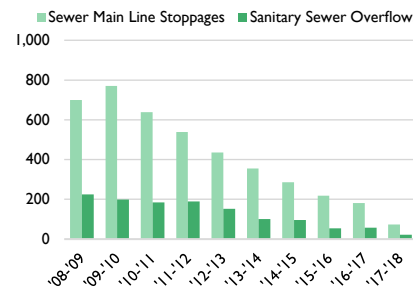
DOT and ESD ensure that all of the City's streets are swept of roadway particulate and debris that may collect in gutters. DOT's street sweepers clean the downtown area, major streets, and bike routes; the City contracts residential street sweeping.

DOT annually cleans around 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 past couple of years, DOT completed second cleanings of the downtown and Alviso catch basins to prevent potential flooding.

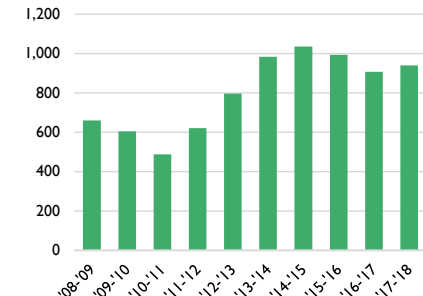
In 2017-18, DOT reports that there were 20 declared storm days and 681 storm call responses (a little over half than were received in 2016-17). The number of stoppages and calls varies depending on the severity of rainfall. For example, when Coyote Creek flooded on February 20-21, 2017, DOT received 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](#).

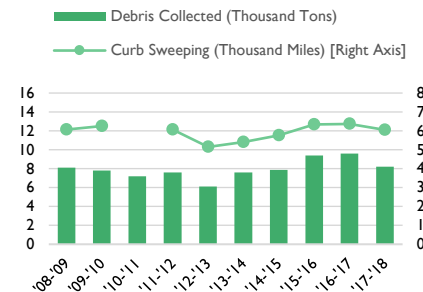
**Sewer Stoppages and Overflows Cleared**



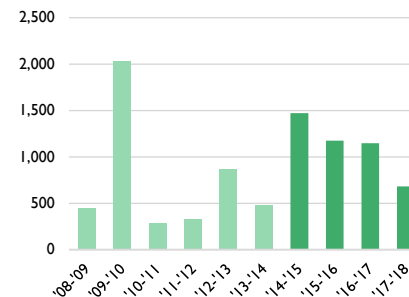
**Sewer Miles Cleaned**



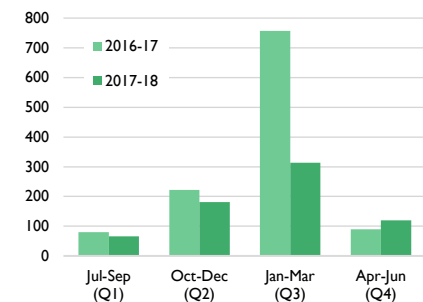
**Street Sweeping**



**Storm Calls**



**Storm Call Comparison**



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

# TRANSPORTATION

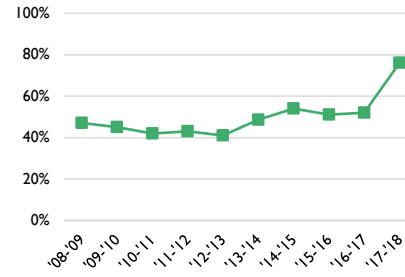
## STREET LANDSCAPE MAINTENANCE

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 2017-18, the City Council allocated additional funding to increase the frequency of street landscape maintenance through contracted services. DOT maintenance staff continues to provide basic cleaning and maintenance activities. Through these combined efforts, the overall condition of City landscapes increased, with an estimated 76 percent of street landscapes in good condition.

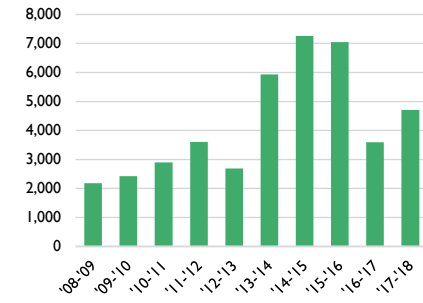
San José has an estimated 269,000 street trees.\* DOT responded to over 1,200 emergencies for street tree maintenance in 2017-18. The City and property owners completed about 4,700 sidewalk repairs in 2017-18.

\* 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**

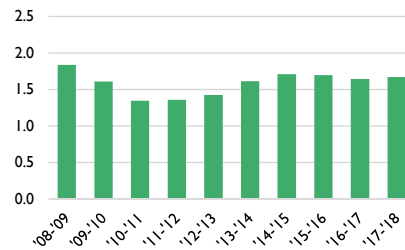


## PARKING

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 2017-18 was up 35 percent compared to 10 years ago, with more than 100,000 monthly customers. Over 1.6 million visitors used City parking facilities in 2017-18.

The Department issued nearly 210,000 parking citations in 2017-18. Parking Services is also responsible for investigating complaints of abandoned vehicles. In 2017-18, DOT responded to 55,000 service requests to abate abandoned vehicles. Citywide, the average time to complete a service request between August 2017 and June 2018 was 18 days. For more information, see our August 2018 [Audit of Vehicle Abatement](#).

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



**Parking Citations Issued (thousands)**

