

## 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.

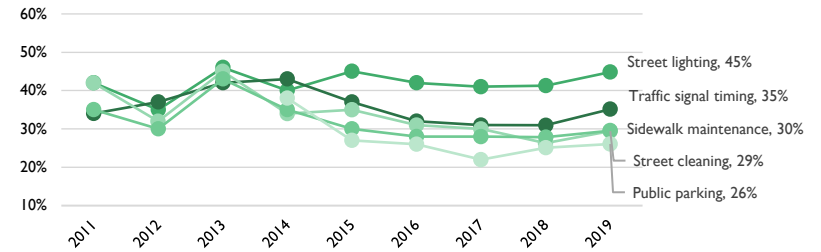
# TRANSPORTATION

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.

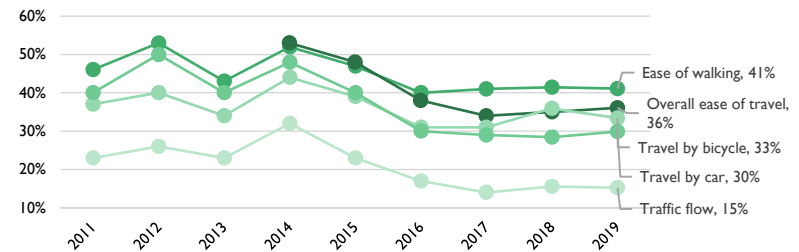
In 2018-19, DOT's operating expenditures totaled \$97.4 million, including personal and non-personal expenditures. In addition, the Department was responsible for other expenditures including \$55 million in capital related expenditures and \$19.9 million in Citywide and other expenditures. DOT had 475 authorized positions; staffing was slightly up (5 percent) compared to levels 10 years ago.



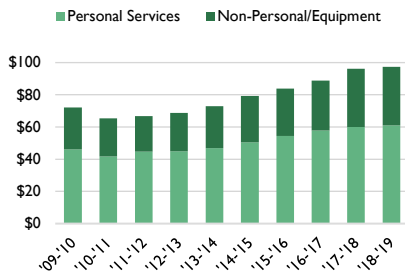
**RESIDENT SURVEY**  
% of San José residents rating transportation-related services as "excellent" or "good"



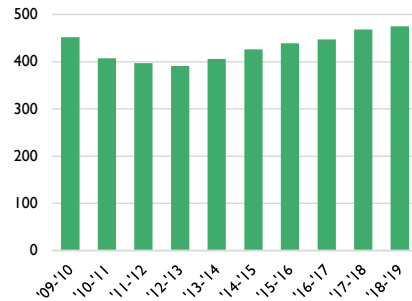
**RESIDENT SURVEY**  
% of San José residents rating travel modes as "excellent" or "good"



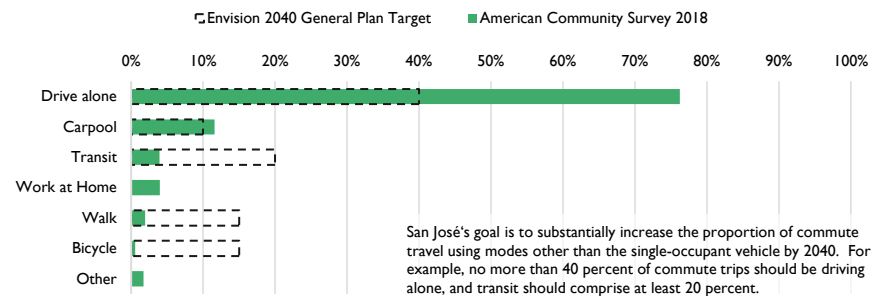
**DOT Operating Expenditures (millions)**



**DOT Authorized Positions**



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



2018 [American Community Survey](#), 1-year estimates, table B08006

## TRANSPORTATION SAFETY & OPERATIONS

Transportation Safety & Operations manages various traffic safety programs to facilitate safe and efficient travel within San José. Nearly 48,000 school children received traffic safety education in 2018-19, and a new messaging campaign for senior pedestrian safety awareness was developed. DOT also installs flashing beacons, median islands, and curb ramps to enhance pedestrian crossings on major roads and near areas with high pedestrian traffic 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 reduce, and ultimately eliminate, traffic fatalities and severe injuries. In 2018, there were 52 traffic fatalities—46 percent were pedestrians, and their median age was 56. There were also 195 severe injuries from traffic collisions, the highest amount in the past five years.

Despite these increases, San José's rate of fatal and injury crashes has remained well below the national rate, with 2018 resulting in a rate of 2.2 per 1,000 residents. In comparison, the national rate was 5.9 per 1,000 residents in 2017.

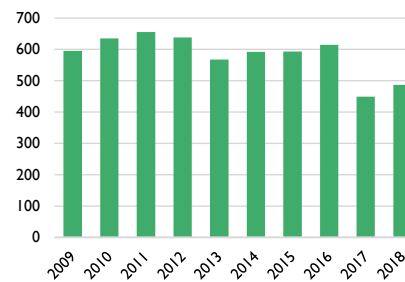
## TRANSPORTATION PLANNING & PROJECT DELIVERY

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.

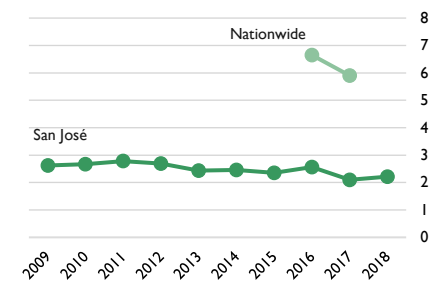
In 2018-19, DOT budgeted \$239 million towards its traffic capital improvement program. Regional projects include freeway and transit infrastructure improvements; local projects include major street improvements, such as road resurfacing and bike lane installation.

San José currently has 396 miles of bikeways, including 345 miles of on-street bicycle lanes and routes (installed by DOT) and 51 miles of paved trails (installed by Parks, Recreation and Neighborhood Services). There are nine additional miles of gravel (interim) trails that may be subject to future paving. San José is four-fifths of the way to its 2020 goal of 400 miles of on-street bikeways and 100 miles of off-street bike trails.

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

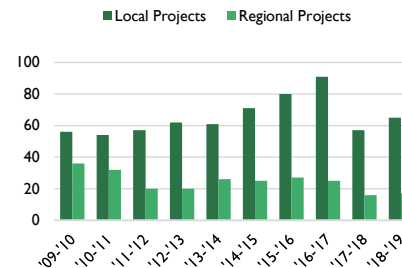


**Fatal and Injury Crash Rate per 1,000 Residents**

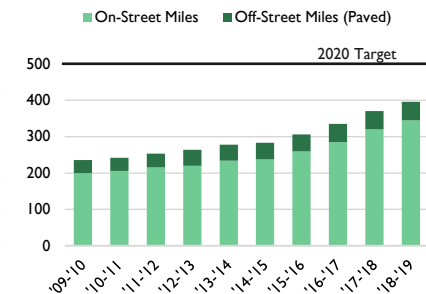


Source: National fatal and injury crash rate data comes from the National Highway Traffic Safety Administration (NHTSA) Traffic Safety Facts Report, 2017. Data prior to 2016 is not comparable due to different sample designs used by NHTSA, so only 2016 and 2017 years are shown.

**Transportation Projects in Progress**



**Miles of Bikeways**



### Example Local & Regional Transportation Projects (FY 2018-19)

- Autumn Parkway - Phase II
- Safe Pathways to Diridon Station
- 680 Sound Wall
- BART Phase II
- Caltrain Electrification
- High Speed Rail

# TRANSPORTATION

## STREET PAVEMENT MAINTENANCE

Pavement Maintenance is responsible for maintaining and repairing the 2,434 miles of city streets. In 2018, the City's street pavement condition was rated a 65, 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. This is a three-year moving average.

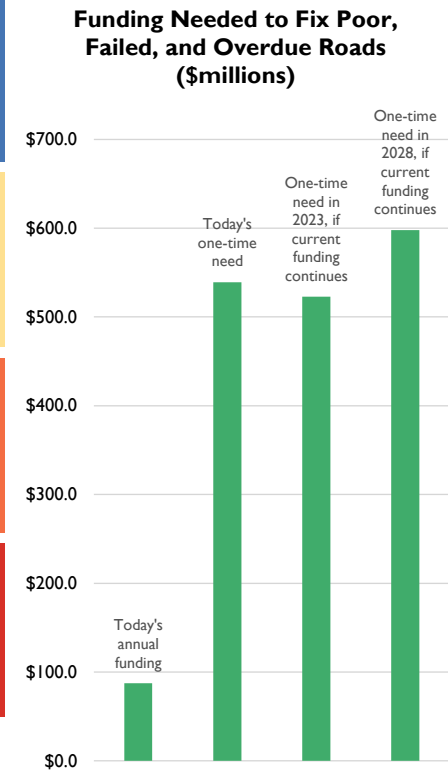
DOT also annually assesses the conditions of the City's streets, and rated the City's average street pavement condition a 66 in 2018.

DOT estimates it needs \$539 million for deferred maintenance on poor and failed roads. With recent voter approval of Measure T, \$300 million in bond funds are available to repair and replace neighborhood streets in the worst condition beginning in 2019-20. Accounting for one-time and temporary funding sources, the 10-year average annual funding for pavement maintenance is estimated at \$87.2 million.

In 2018-19, 31 miles of street were resurfaced and 69 miles were preventively sealed. DOT has also continued to make safety-related corrective repairs, such as filling potholes and patching damaged areas. In 2018-19, DOT crews repaired 19,700 potholes, 62 percent more than 2017-18. DOT credits this increase in part to the public's familiarity with the My San Jose app, which provides a platform for residents to report potholes.

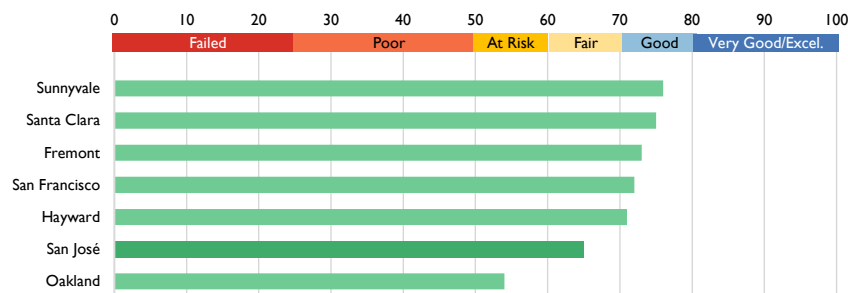


Photo source: Department of Transportation



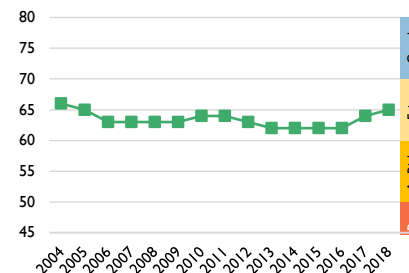
Source: Pavement Maintenance Conditions, Funding, and Program Delivery Strategy Report, 2019.

2018 Pavement Condition Index Selected Bay Area Comparisons\*

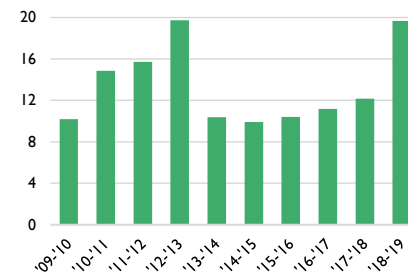


\* 3-year moving average, calendar year basis. Source: [Metropolitan Transportation Commission](#).

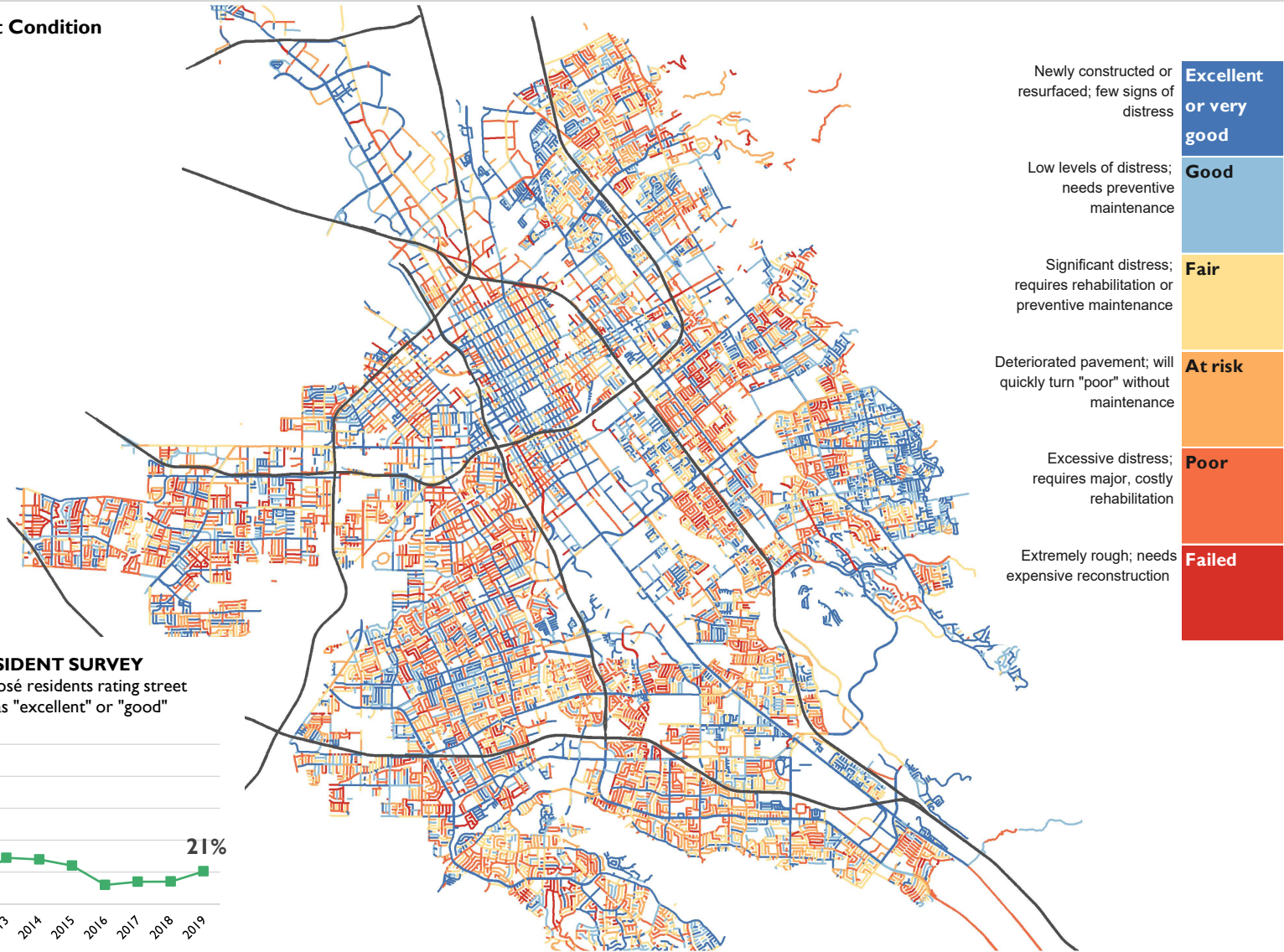
Pavement Condition Index San José\*



Number of Potholes Filled (thousands)

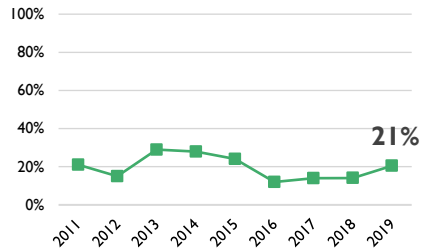


## Map of Pavement Condition



### RESIDENT SURVEY

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



Source: Department of Transportation StreetSaver data as of November 2019.

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

# TRANSPORTATION

## TRAFFIC MAINTENANCE

The Traffic Maintenance Division is responsible for maintaining the City's traffic signals, traffic signs, roadway markings, and streetlights. In 2018-19, DOT made 1,884 repairs to traffic signals. DOT responded to signal malfunctions within 30 minutes 22 percent of the time, down from the 38 percent reported the year prior. DOT attributes this decrease to new vacancies in the electrician classification and recruiting challenges. DOT is evaluating contractual and recruiting strategies to meet its target of 40 percent of traffic signal malfunctions responded to within 30 minutes.

DOT's response to traffic and street name sign service requests fell within established guidelines<sup>1</sup> 100 percent of the time in 2018-19, exceeding the target of 98 percent. Over 5,500 signs were preventively maintained.

DOT crews completed roadway marking services within established priority guidelines<sup>2</sup> 100 percent of the time in 2018-19. Fifty-nine percent of roadway markings met visibility and operational guidelines.

Ninety-eight percent of San José's 65,100 streetlights<sup>3</sup> were operational; 49 percent of reported malfunctions were repaired within seven days. DOT repaired 11,077 streetlights in 2018-19. As of 2018-19 the City has converted or installed about 28,000 LED streetlights, up from about 3,000 LED streetlights in 2013.

### Traffic Signals

**956** traffic signal intersections in San José

**1,884** repairs and **553** preventive maintenance activities completed

**22%** of malfunctions responded to within 30 minutes (*Target: 40%*)

### Traffic and Street Name Signs

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

**491** repairs and **5,519** preventive maintenance activities completed

**100%** of sign repair requests completed within established guidelines<sup>1</sup> (*Target: 98%*)

**81%** of signs in good condition (*Target: 83%*)

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

### Roadway Markings

**5.7 million** square feet of roadway markings

**239** maintenance requests completed

**100%** of service requests completed within prioritized operational guidelines<sup>2</sup> (*Target: 99%*)

**59%** of markings met visibility and operational guidelines (*Target: 62%*)

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

### Streetlights

**65,100** streetlights<sup>3</sup> in San José, including **28,000** LED streetlights

**11,100** repairs completed

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

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

**Number of Traffic Signal Maintenance Activities**

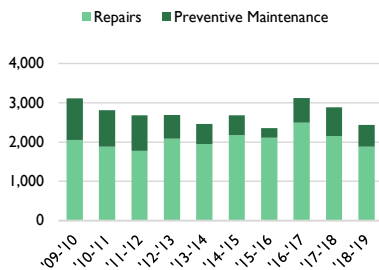


Photo source: Department of Transportation

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

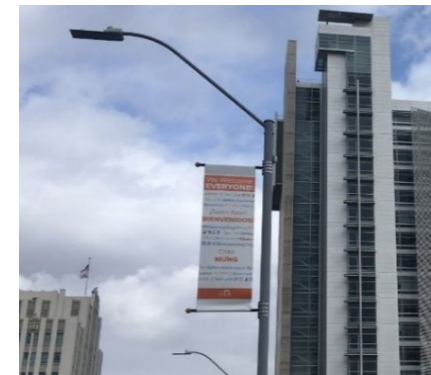
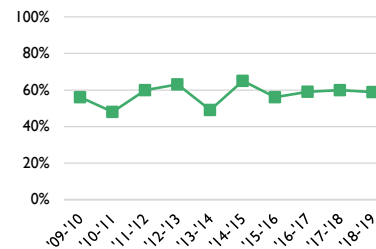


Photo source: Auditor

**SANITARY SEWERS**

DOT maintains more than 2,000 miles of sanitary sewers and 20 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.)

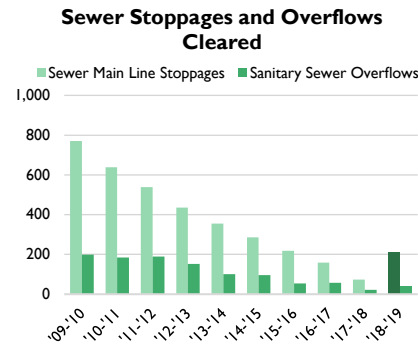
DOT conducts proactive cleaning to reduce sanitary sewer stoppages and overflows. Over 900 miles were cleaned in 2018-19, and 585 sewer repairs were completed. DOT responded to 42 sewer overflows in 2018-19, 20 more than last year. The number of main line stoppages that needed to be cleared was 210 in 2018-19. DOT estimates 57 percent of sanitary sewer problems were responded to within 30 minutes.\*

**STORM DRAINAGE**

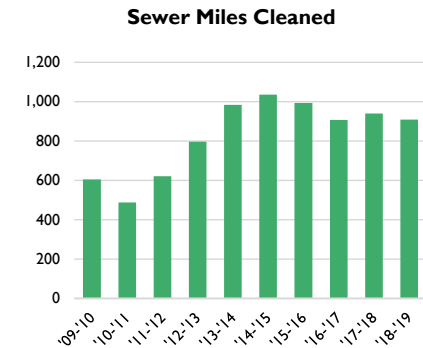
DOT and ESD ensure that all of the City’s streets are swept of roadway particulate and debris that may collect in gutters. DOT’s street sweepers clean the downtown area, major streets, and bike routes; the City contracts residential street sweeping.

DOT annually cleans over 30,000 storm drain inlets so that rain and storm water runoff flow 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.

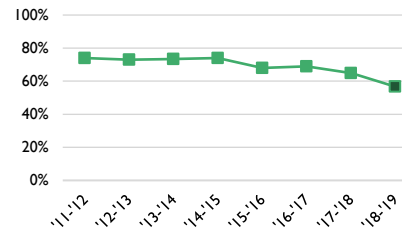
In 2018-19, DOT reports that there were 23 declared storm days and 1,296 storm call responses. The number of stoppages and calls varies depending on the severity of rainfall. DOT also maintains 30 storm water pump stations and cleans wet-wells during summer months.



Note: DOT changed its methodology in 2018-19 to include both the preventive and reactive stoppages cleared. Before, DOT was only capturing reactive stoppages cleared in this measure.

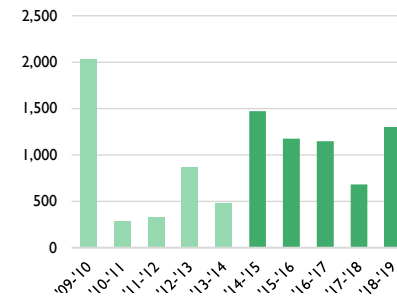


**Percentage of Sanitary Sewer Problems Responded to within 30 Minutes\***



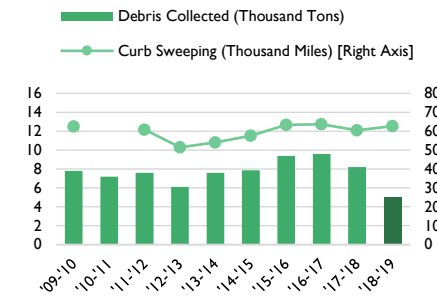
\* DOT changed its methodology in 2018-19 to exclude work assignments without a start time. Due to incomplete data, 2017-18 data is an estimate based on a subset of work assignments.

**Storm Calls**



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

**Street Sweeping**



Note: Previously, debris numbers were reported with the assumption that sweepers were 100 percent full. Starting in 2018-19, DOT based reporting on the approximate percent sweepers were full.

# 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. For the past two years (2017-18 and 2018-19), the City Council allocated additional funding to increase the frequency of street landscape maintenance through contracted services as part of the BeautifySJ program. DOT maintenance staff continues to provide basic cleaning and maintenance activities. Through these combined efforts, the overall condition of City landscapes has continued to increase, with an estimated 86 percent of street landscapes in good condition.

San José has an estimated 269,000 street trees.\* DOT responded to nearly 1,400 emergencies for street tree maintenance in 2018-19. The City and property owners completed about 4,200 sidewalk repairs in 2018-19.

\* 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.

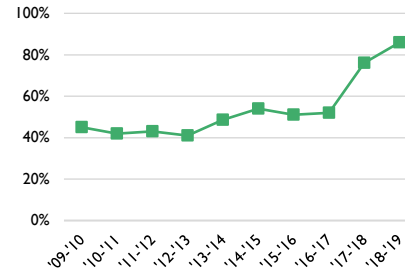
## PARKING

Parking Services is responsible for managing on-street and off-street parking, implementing parking policies and regulations, and supporting street sweeping, construction, and maintenance activities. Monthly parking in 2018-19 was up 41 percent compared to 10 years ago, with more than 104,000 monthly customers. Over 1.6 million visitors used City parking facilities in 2018-19.

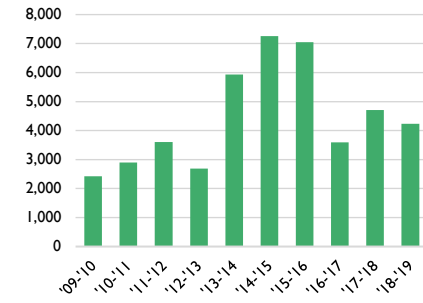
The Department issued over 231,000 parking citations in 2018-19. Parking Services is also responsible for investigating service requests to abate abandoned vehicles. In 2018-19, DOT responded to 58,678 service requests to abate abandoned vehicles. Vehicle abatement is a service that the City performs in accordance with state and local laws to remove vehicles from public streets that are inoperable, abandoned, or have been stored for long periods of time. Citywide, in 2018-19, the average time to complete a service request was nine days. This represents a significant improvement from the 18 days it took to complete a service request from August 2017 to June 2018.

For more information, see our August 2018 [Audit of Vehicle Abatement](#).

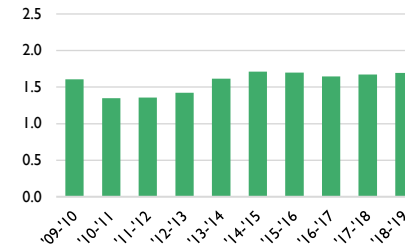
**Percent of Street Landscapes in Good Condition**



**Sidewalk Repairs**



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



**Parking Citations Issued (thousands)**

