

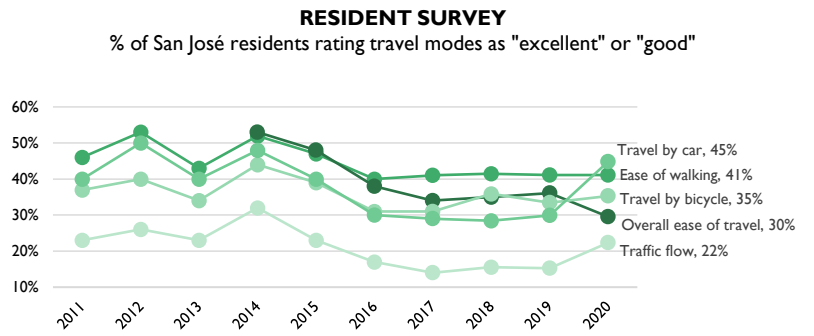
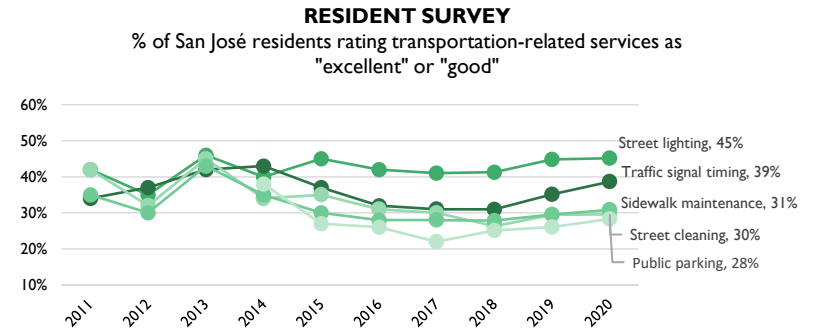
## TRANSPORTATION

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

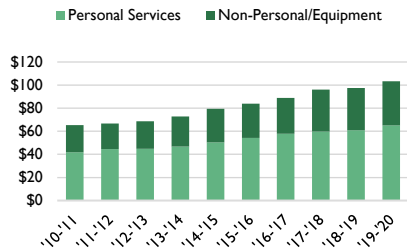
The Department of Transportation (DOT) has eight core service groups to: plan and develop transportation projects; optimize traffic flow and safety; maintain street pavement; maintain traffic signals, signs, markings, and streetlights; maintain street landscapes and street trees; clean and repair sanitary sewers; maintain storm sewers; and maintain public parking. Additional staff provide strategic support, such as budget and information technology services.

In 2019-20, DOT's operating expenditures totaled \$103.4 million, including personal and non-personal expenditures. In addition, DOT was responsible for other expenditures including \$104.1 million in capital-related expenditures and \$21.4 million in Citywide and other expenditures. The Department had 501 authorized positions; staffing was up (23 percent) compared to levels 10 years ago.

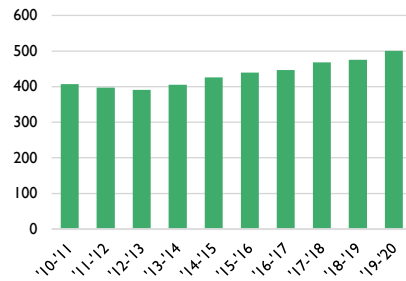


Note: For 2020, differences in ratings for the "overall ease of travel" measure may be at least partially attributable to changes in question wording and should be interpreted cautiously.

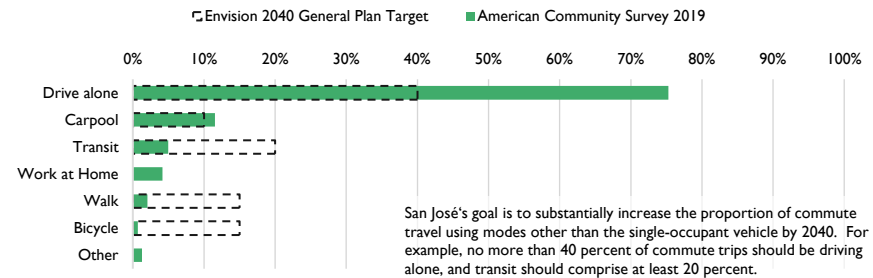
DOT Operating Expenditures (millions)



DOT Authorized Positions



San José Residents' Mode of Commuting to Work



2019 American Community Survey, 1-year estimates, table B08006

Note: Mode of Commuting to Work values are from before the shelter in place order.

**TRANSPORTATION SAFETY & OPERATIONS**

Transportation Safety & Operations manages various traffic safety programs to facilitate safe and efficient travel within San José. In 2015, the City adopted [Vision Zero](#), a transportation safety initiative 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 2019, there were 60 traffic fatalities, eight more than 2018. Forty-eight percent were pedestrians, and their median age was 58. Despite this increase, San José’s rate of fatal and injury crashes has remained well below the national rate, with 2019 resulting in a rate of 2.4 per 1,000 residents. In comparison, the national rate was 5.9 per 1,000 residents in 2018.

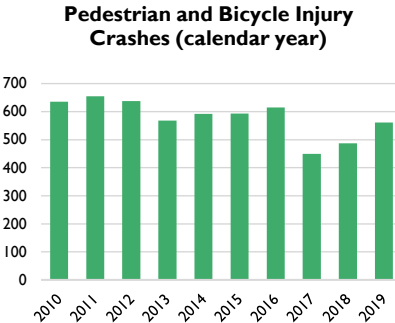
DOT installs traffic safety improvements, such as flashing beacons, median refuge islands, curb extensions, radar speed display signs, and edgelines/centerlines to enhance pedestrian crossings safety and/or reduce speeding on roadways. Additionally, over 1,200 traffic studies were evaluated citywide. Moreover, nearly 36,000 school children and over 2,000 seniors received traffic safety education in 2019-20, a reduction of 25 percent and 51 percent respectively from 2018-19 due to a pause in engagements because of COVID-19 restrictions.

**TRANSPORTATION PLANNING & PROJECT DELIVERY**

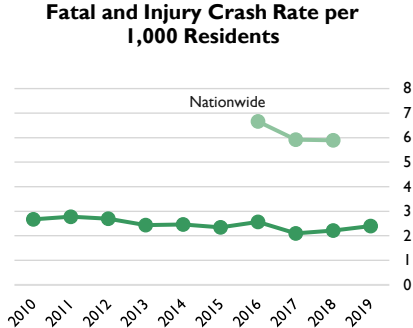
Planning & Project Delivery supports the development of San José’s transportation infrastructure. This includes coordinating transportation and land use planning studies, managing the Capital Improvement Program, and working with regional transportation agencies such as VTA, BART, and Caltrans.

In 2019-20, DOT budgeted \$343 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.

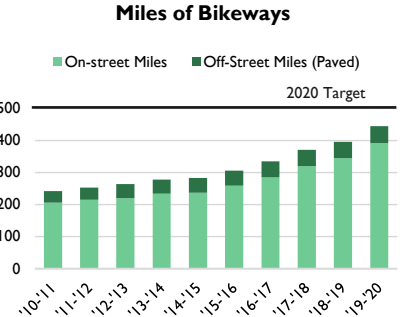
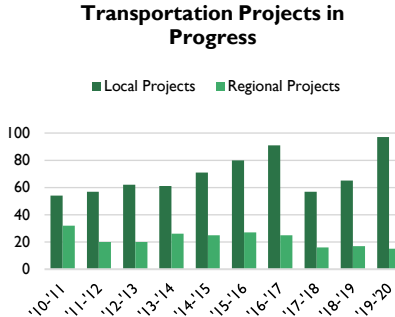
San José currently has 454 miles of bikeways, including 392 miles of on-street bicycle lanes and routes (installed by DOT) and 62 miles of trails (installed by Parks, Recreation and Neighborhood Services), of which about 86 percent have a paved surface. San José is around 90 percent of the way to its 2020 goal of 400 miles of on-street bikeways and 100 miles of off-street trails. DOT anticipates completing 400 miles of on-street bikeways in 2020-21 and has been developing its next plan, [Better Bike Plan 2025](#), which aims to create a 100-mile low-stress, connected network.



Note: This includes fatal crashes.



Source: National fatal and injury crash rate data comes from the National Highway Traffic Safety Administration (NHTSA) Traffic Safety Facts Report, 2020. Data prior to 2016 is not comparable due to different sample designs used by NHTSA, so only 2016-2018 years are shown.



**Example Local & Regional Transportation Projects (FY 2019-20)**

- Vision Zero Corridor
- Bicycle Detection Phase I
- ADA Accessibility Ramps
- BART Phase II
- Caltrain Electrification
- 680 Sound Wall

# TRANSPORTATION

## STREET PAVEMENT MAINTENANCE

Pavement Maintenance is responsible for maintaining and repairing the 2,434 miles of city streets. In 2019, the city's street pavement condition was rated a 66, 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 also rated the City's average street pavement condition a 66 in 2019.

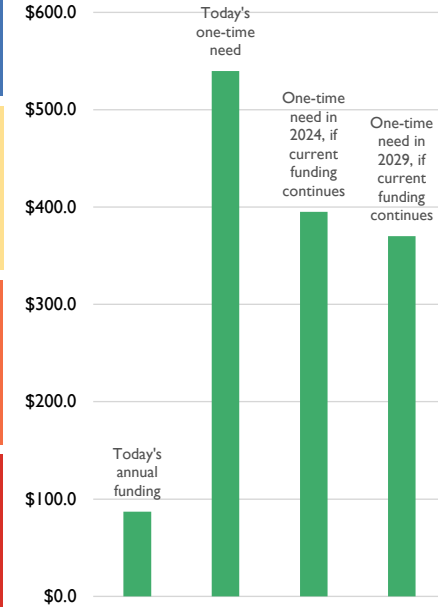
DOT estimates it needs \$539.7 million for deferred maintenance on poor and failed roads, which compares closely with last year's levels (\$539.1 million) representing a stabilization of the backlog. Due to added funding from 2016 VTA Measure B that had been delayed due to a lawsuit, DOT was able to perform preventive maintenance on local and neighborhood streets in 2019 for the first time since 2011. Accounting for one-time and temporary funding sources, the 10-year average annual funding for pavement maintenance is estimated at \$87.1 million.

In 2019-20, 57 miles of street were resurfaced and 221 miles were preventively sealed. DOT has also continued to make safety-related corrective repairs, such as filling potholes and patching damaged areas. In 2019-20, DOT crews repaired over 8,300 potholes, 58 percent less than 2018-19. DOT credits this decrease to improvements in pavement conditions from completing large pavement projects and also to COVID-19 impacts. Staff only worked on reported potholes because of COVID-19 restrictions, and there were fewer reported potholes during the shelter in place.



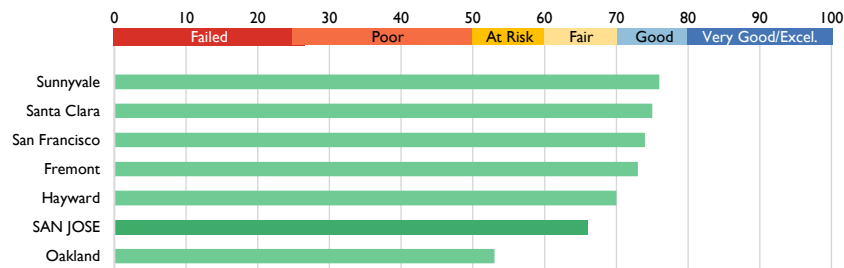
Photo source: Department of Transportation

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



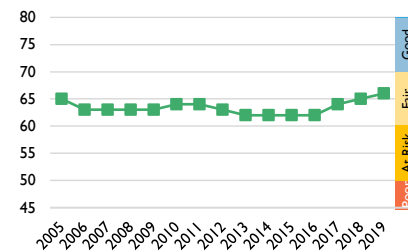
Source: Pavement Maintenance Conditions, Funding, and Program Delivery Strategy Report, 2020.

### 2019 Pavement Condition Index Selected Bay Area Comparisons\*

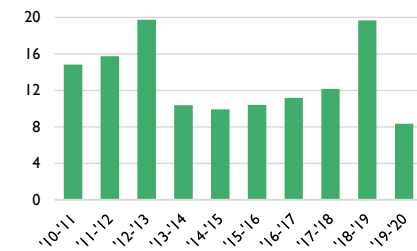


\* 3-year moving average, calendar year basis. Source: [Metropolitan Transportation Commission](#).

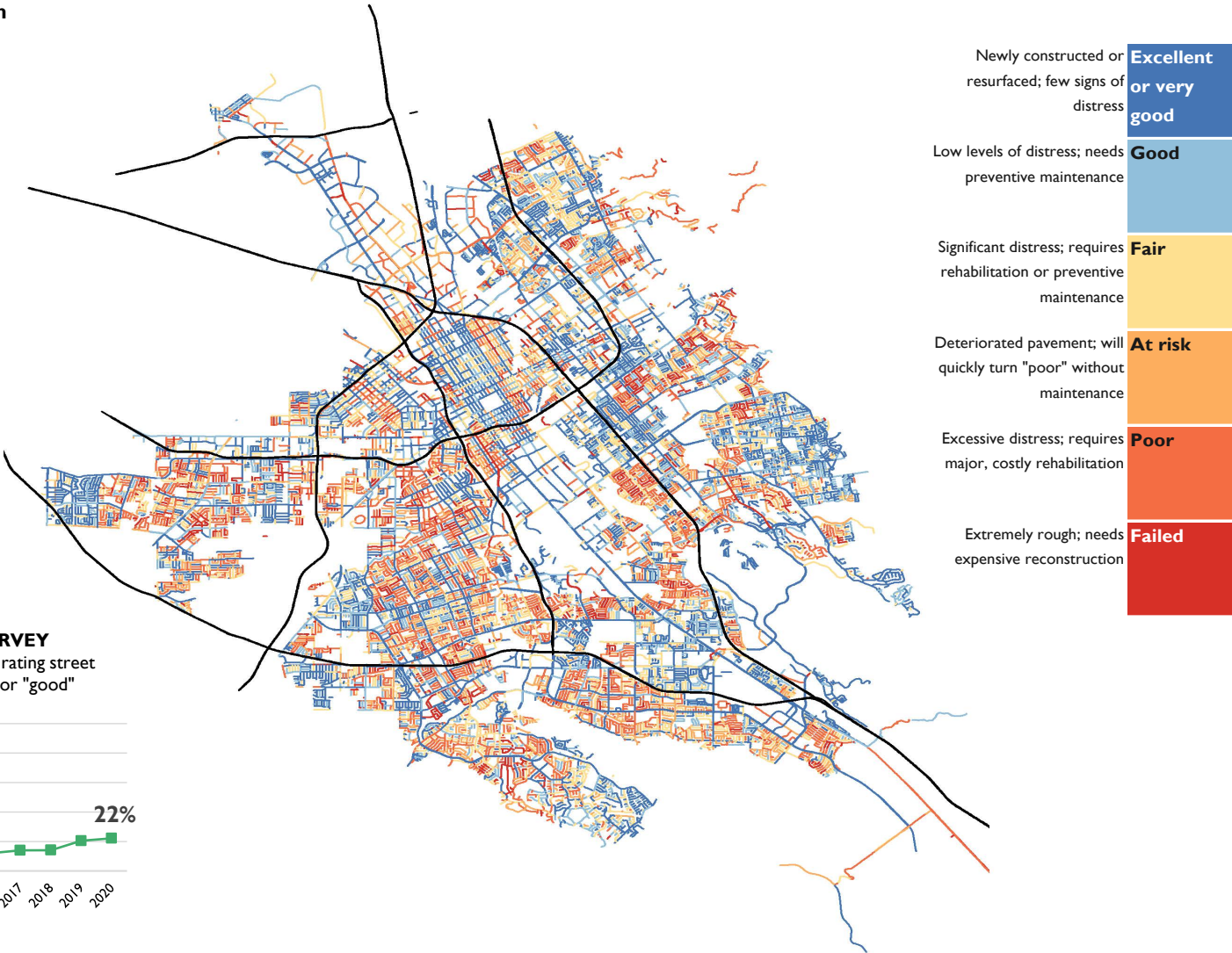
### Pavement Condition Index San José\*



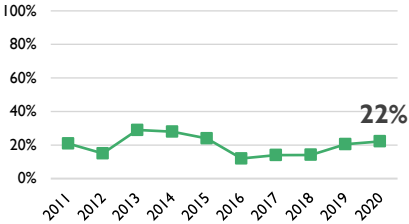
### Number of Potholes Filled (thousands)



**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 2020.

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 2019-20, DOT made almost 1,600 repairs to traffic signals. DOT responded to signal malfunctions within 30 minutes 23 percent of the time. DOT's target is 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> 84 percent of the time in 2019-20, which fell below the prior year's rate of 100 percent and the target of 98 percent. DOT attributes this decrease to the impact of COVID-19 restrictions. Staff could only respond to emergency service request calls, which led to a longer response time for the other calls that were put on hold. Almost 4,000 signs were preventively maintained, a decrease by 28 percent due to COVID-19 restrictions that delayed the production, installation, and ordering of signs.

DOT crews completed roadway marking services within established priority guidelines<sup>2</sup> 97 percent of the time in 2019-20. Sixty-six percent of roadway markings met visibility and operational guidelines, surpassing the 64 percent target.

Ninety-eight percent of San José's estimated 64,400 streetlights<sup>3</sup> were operational; 30 percent of reported malfunctions were repaired within seven days. DOT attributes the drop from the prior year's 49 percent to a more lengthy light fixture replacement process because of discontinued production of the necessary lamps; staff also had to temporarily pause operations due to COVID-19 restrictions. DOT repaired over 9,400 streetlights in 2019-20. As of 2019-20 the City has converted or installed about 32,400 LED streetlights, up from about 3,000 LED streetlights in 2013.

### Traffic Signals

**957** traffic signal intersections in San José

**1,600** repairs and **550** preventive maintenance activities completed

**23%** 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*)

**810** repairs and **4,000** preventive maintenance activities completed

**84%** of sign repair requests completed within established guidelines<sup>1</sup> (*Target: 98%*)

**80%** of signs in good condition (*Target: 81%*)

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

### Roadway Markings

**5.7 million** square feet of roadway markings

**150** maintenance requests completed

**97%** of service requests completed within prioritized operational guidelines<sup>2</sup> (*Target: 100%*)

**66%** of markings met visibility and operational guidelines (*Target: 64%*)

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

### Streetlights

**64,400** streetlights<sup>3</sup> in San José (*estimate*), including **32,400** LED streetlights

**9,400** 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

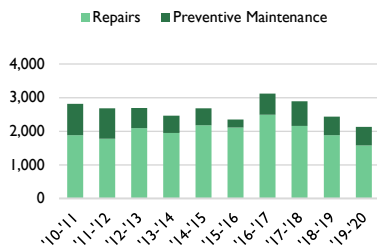


Photo source: Department of Transportation

Percent of Roadway Markings Meeting Visibility and Operational Guidelines

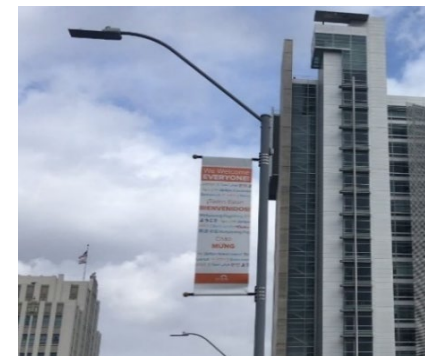
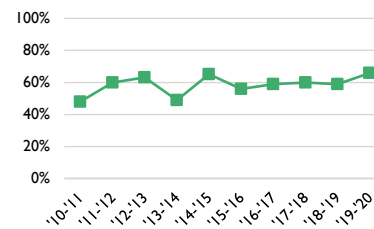


Photo source: Auditor

**SANITARY SEWERS**

DOT maintains more than 2,000 miles of sanitary sewers and 17 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. Almost 800 miles were cleaned in 2019-20, a reduction of 17 percent from the prior year due to COVID-19 social distancing requirements for crews, which impacted their capacity. Over 600 sewer repairs were completed. DOT responded to 31 sewer overflows in 2019-20, 11 less than last year. The number of main line stoppages that needed to be cleared was about 210 in 2019-20. DOT estimates 50 percent of sanitary sewer problems were responded to within 30 minutes.

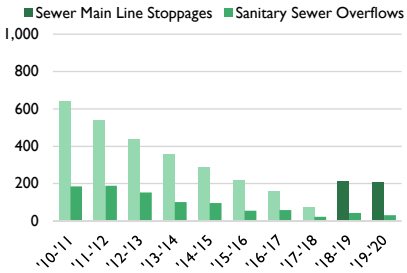
**STORM DRAINAGE**

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.

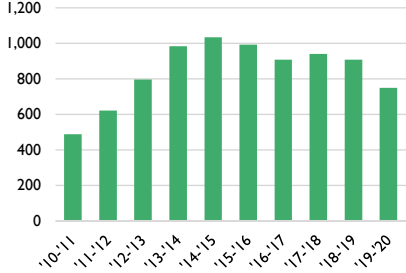
DOT annually cleans over 30,000 storm drain inlets so that rain and storm water runoff flow unimpeded through storm drains into the San Francisco Bay. Proactive cleaning of storm drain inlets prevents harmful pollutants, trash, and debris from entering the Bay and reduces the potential for blockages and flooding during heavy rains.

In 2019-20, DOT reports that there were five declared storm days and about 780 storm call responses. The number of stoppages and calls varies depending on the severity of rainfall. DOT also maintained 30 storm water pump stations and cleans wet-wells during summer months. A new pump station was put in service in 2020-21.

**Sewer Stoppages and Overflows Cleared**

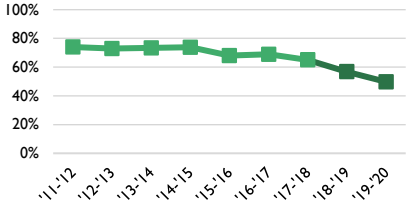


**Sewer Miles Cleaned**



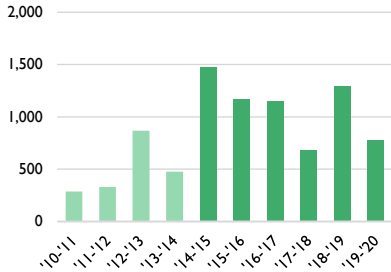
Note: DOT changed its methodology starting in 2018-19 to include both the preventive and reactive stoppages cleared. Before, DOT was only capturing reactive stoppages cleared in this measure.

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



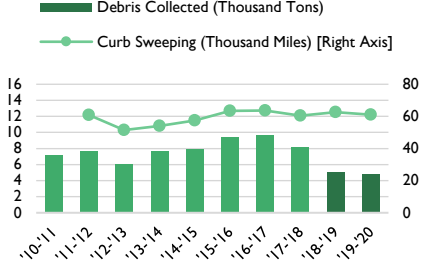
\* DOT changed its methodology starting in 2018-19 to exclude work assignments without a start time. Due to incomplete data, 2017-18 data is an estimate based on a subset of work assignments.

**Storm Calls**



Note: 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 three years (2017-18 to 2019-20), 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 improvements in the overall condition of City landscapes stayed steady in 2019-20, with an estimated 86 percent of street landscapes in good condition.

San José has an estimated 267,000 street trees.\* DOT responded to over 1,500 emergencies for street tree maintenance in 2019-20. The City and property owners completed more than 6,400 sidewalk repairs in 2019-20.

\* 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. In July 2020, the City expanded its Tree Maintenance and Sidewalk Repair Financial Hardship Assistance Program to account for higher costs of living in the area and increase program accessibility.

## 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. All parking services were suspended from March through the end of the fiscal year because of COVID-19. As a result, monthly parking was down 35 percent compared to the prior year with 68,500 monthly customers. Approximately 940,000 visitors used City parking facilities, down from the 1.7 million visitors in the prior year.

The Department issued over 159,000 parking citations in 2019-20. This was down from the over 231,000 issued in 2018-19 as parking citation issuance was suspended mid-March to June 2020 due to COVID-19. Parking Services is also responsible for investigating service requests to abate abandoned vehicles. In 2019-20, DOT responded to almost 53,600 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. Prior to the onset of the COVID-19 pandemic, the average time to complete a service request was 11 days. Except for critical actions, vehicle abatement activities were also suspended beginning mid-March to the end of the fiscal year.

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

