

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

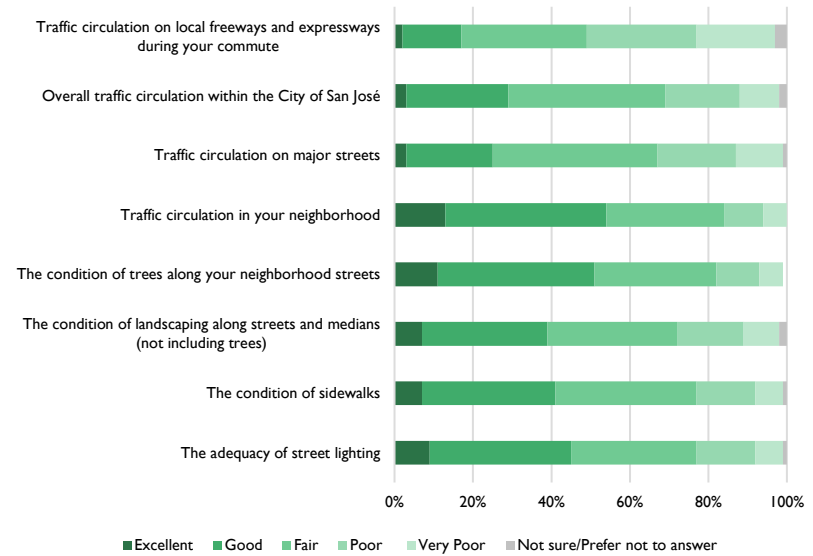
The Department of Transportation (DOT) has eight core service groups: plan and develop transportation projects; optimize traffic flow and safety; maintain street pavement; maintain traffic signals, signs, markings, and streetlights; maintain street landscapes and street trees; clean and repair sanitary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

In 2020-21, DOT's operating expenditures totaled \$103.4 million, including personal and non-personal expenditures. In addition, DOT was responsible for other costs including \$2.7 million in Citywide expenses and \$356,100 in workers' compensation. The Department had 501.5 authorized positions; staffing was up (26 percent) compared to levels 10 years ago.

KEY FACTS (2020-21)

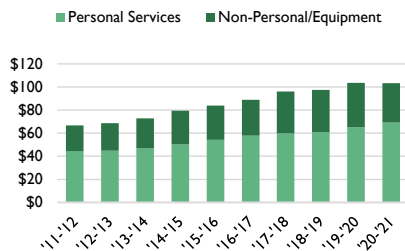
Number of acres of street landscape (also includes special districts)	560 (estimate)
Number of City parking lots and garages	14
Number of parking meters	2,300 (estimate)
Number of street miles	2,519
Number of street trees	270,000

Community Survey 2021
Ratings of Community Characteristics and City Services

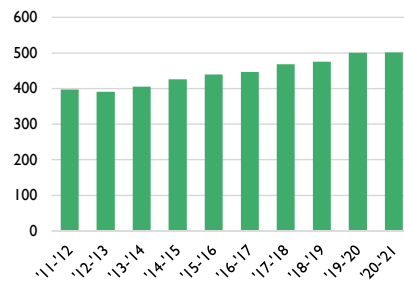


Note: Due to rounding, some percentages may not total to 100 percent.

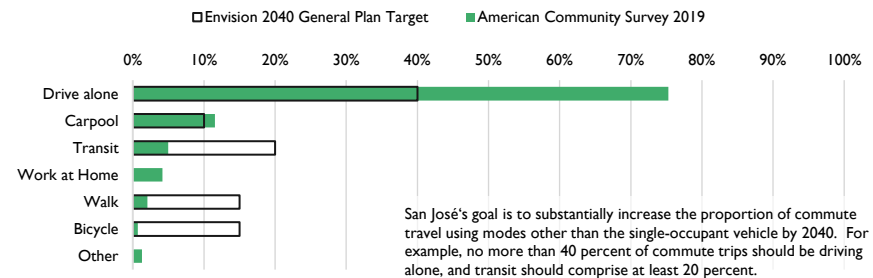
DOT Operating Expenditures (millions)



DOT Authorized Positions



San José Residents' Mode of Commuting to Work



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

Note: Mode of Commuting to Work values are from before the shelter in place order. San José level data for the American Community Survey, U.S. Census Bureau was not available for 2020.

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. Under Vision Zero, the City’s goal is to reduce, and ultimately eliminate, traffic fatalities and severe injuries.

DOT reports that there were 49 traffic fatalities in San José in 2020, 11 less than 2019. Forty-three percent were pedestrians with a median age of 49. San José’s rate of fatal and injury crashes has remained well below the national rate, with a rate of 2.4 per 1,000 residents in 2019. In comparison, the national rate was 5.9 per 1,000 residents in 2019.

DOT installed 43 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 5,400 children and over 300 seniors received traffic safety education in 2020-21. Each is significantly below prior years due to limited outreach as a result of COVID-19 in-person restrictions.

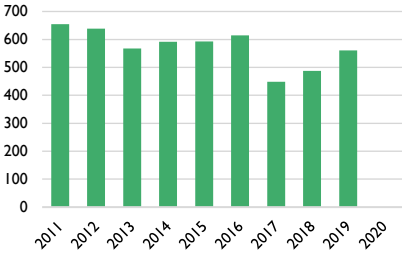
TRANSPORTATION PLANNING & PROJECT DELIVERY

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 2020-21, DOT budgeted \$431 million towards its traffic capital improvement program. Regional projects include freeway and transit infrastructure improvements; local projects include major and minor street safety improvements projects, such as bike lane installation. The Warm Springs Quiet Zone regional project will reduce the frequency of nighttime train horns along the railroad corridor. The State’s 2021-22 budget awarded San José \$8 million for safety improvements for this corridor.

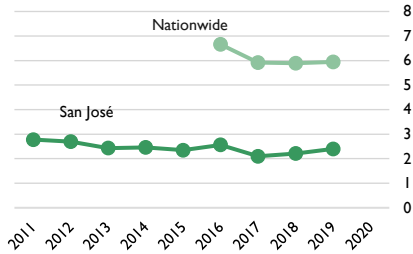
San José has 401 miles of on-street bicycle lanes and routes (installed by DOT). San José reached its 2020 goal of 400 miles of on-street bikeways. In October 2020, City Council approved DOT’s new plan [Better Bike Plan 2025](#). The plan aims to create a low-stress, connected network. Since the plan’s approval and fiscal year end, DOT reports about five miles of new bikeways were completed.

Pedestrian and Bicycle Injury Crashes (calendar year)



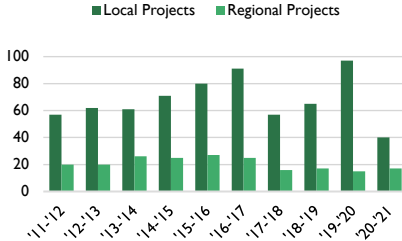
Note: This includes fatal crashes. Data under review for 2020.

Fatal and Injury Crash Rate per 1,000 Residents

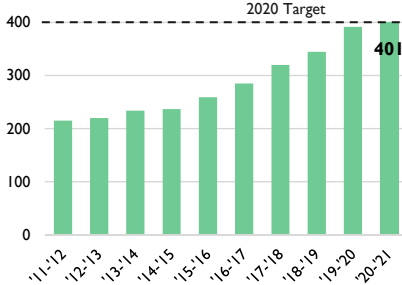


Source: National fatal and injury crash rate data comes from the National Highway Traffic Safety Administration (NHTSA) Traffic Safety Facts 2019 report, published in 2021. Data prior to 2016 is not comparable due to different sample designs used by NHTSA. Note: San José data under review for 2020.

Transportation Projects in Progress



On-street Miles of Bikeways



Note: Parks, Recreation and Neighborhood Services has built additional off-street miles.

Example Local & Regional Transportation Projects (FY 2020-21)

- Vision Zero Safety Improvements
- ADA Accessibility Ramps
- US 101/De La Cruz Blvd/Trimble Rd Interchange Improvement
- Warm Springs Quiet Zone
- Caltrain Electrification
- US 101/Blossom Hill Rd Interchange Improvement

TRANSPORTATION

STREET PAVEMENT MAINTENANCE

Pavement Maintenance is responsible for maintaining and repairing the 2,519 miles of city streets.

- In 2020, 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 rated the city’s average street pavement condition a 67 in 2020.

DOT estimates it needs \$526.3 million for deferred maintenance on poor and failed roads, as well as to bring the average street condition to a “good” rating. Due to funding from 2016 VTA Measure B, State Senate Bill 1, and Measure T, DOT anticipates pavement conditions will improve and the maintenance backlog will continue to decrease. Accounting for one-time and temporary funding sources, the 10-year average annual funding for pavement maintenance is estimated at \$84.7 million.

As part of the 2020 pavement maintenance program, 116 miles of street were resurfaced and 82 miles were preventively sealed. DOT has also continued to make safety-related corrective repairs, such as filling potholes and patching damaged areas. In 2020-21, DOT crews repaired almost 5,400 potholes, 36 percent less than 2019-20. DOT credits this decrease to improvements in pavement conditions from more resurfacing, less rain, and also COVID-19 impacts. Due to COVID-19, there were fewer staff in the field that would have typically added to the number of potholes filled from self-discovery.

Pavement Condition Index
San José*

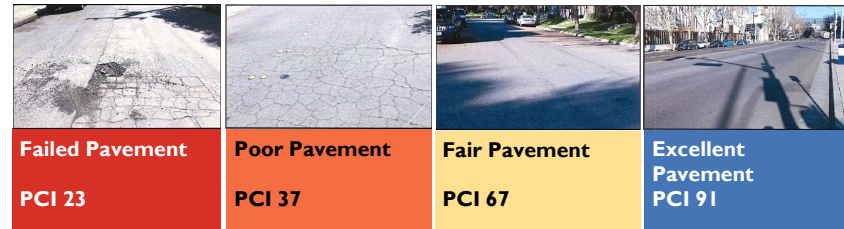
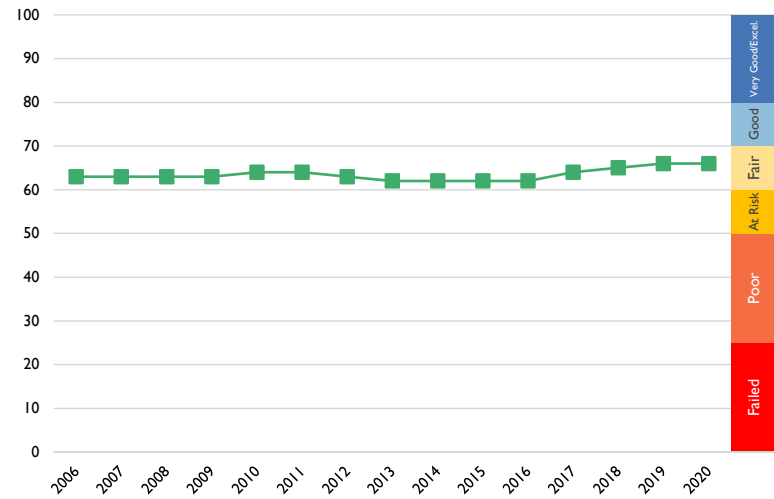
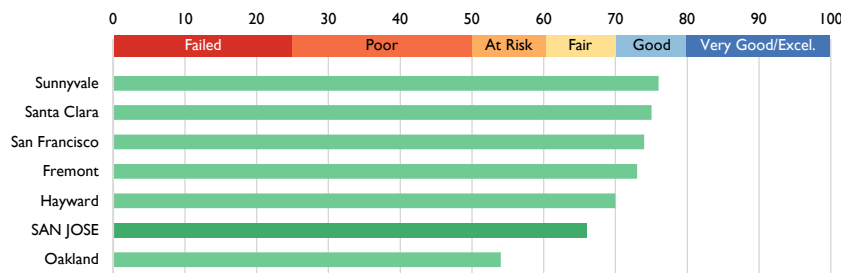
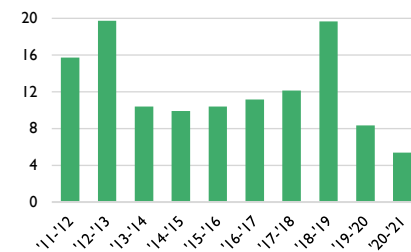


Photo source: Department of Transportation

2020 Pavement Condition Index Selected Bay Area Comparisons*

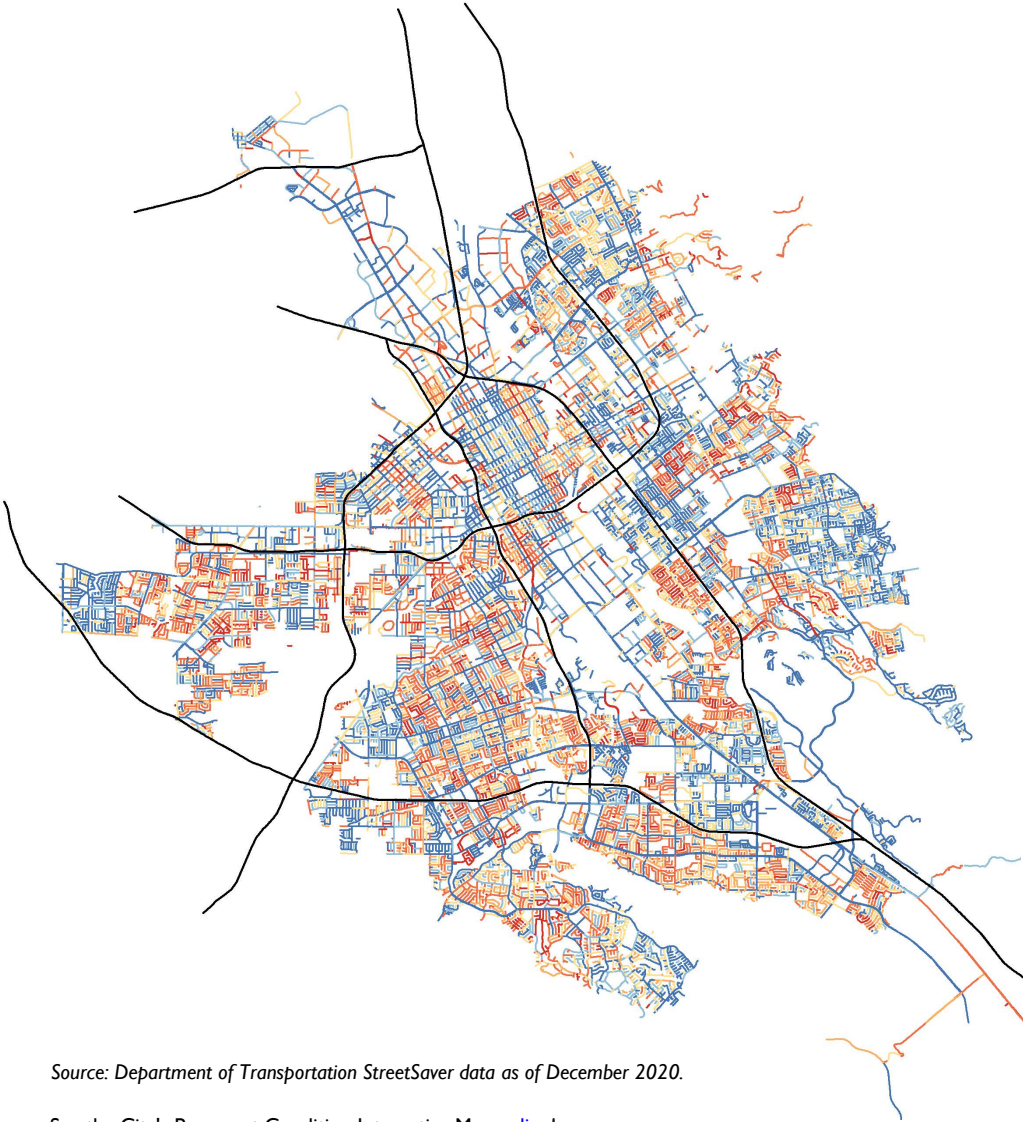


Number of Potholes Filled
(thousands)



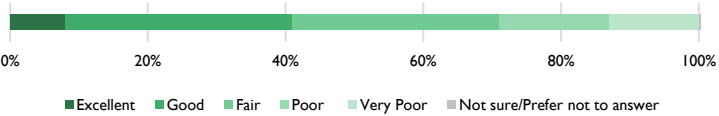
* 3-year moving average, calendar year basis. Source: [Metropolitan Transportation Commission](#).

Map of 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
Excessive distress; requires major, costly rehabilitation	Poor
Extremely rough; needs expensive reconstruction	Failed

Community Survey 2021
Residents' rating of the street maintenance in their neighborhood



Source: Department of Transportation StreetSaver data as of December 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 2020-21, DOT made almost 1,100 repairs to traffic signals. DOT responded to signal malfunctions within 30 minutes 19 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 guidelines¹ 91 percent of the time in 2020-21, which fell below the target of 94 percent. Almost 4,300 signs were preventively maintained, an increase of 8 percent compared to the prior year.

DOT crews completed roadway marking services within established priority guidelines² 100 percent of the time in 2020-21. Sixty-seven percent of roadway markings met visibility and operational guidelines, surpassing the 62 percent target.

Ninety-eight percent of San José's estimated 64,400 streetlights³ were operational; 22 percent of reported malfunctions were repaired within seven days. DOT attributes the drop from the prior year's 30 percent to a more lengthy light fixture replacement process that requires more work from staff and to understaffing of electricians needed to perform this work. DOT repaired 9,100 streetlights in 2020-21. As of 2020-21 the City has converted or installed about 36,200 LED streetlights, up from about 3,000 LED streetlights in 2013.

Traffic Signals

962 traffic signal intersections in San José

1,100 repairs and **420** preventive maintenance activities completed

19% of malfunctions responded to within 30 minutes (*Target: 40%*)

Traffic and Street Name Signs

121,000 traffic control and street name signs in San José (*estimate*)

4,300 preventive maintenance activities completed

91% of sign repair requests completed within established guidelines¹ (*Target: 94%*)

80% of signs in good condition (*estimate, Target: 82%*)

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

Roadway Markings

5.7 million square feet of roadway markings

160 maintenance requests completed

100% of service requests completed within prioritized operational guidelines² (*Target: 100%*)

67% of markings met visibility and operational guidelines (*Target: 62%*)

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

Streetlights

64,400 streetlights³ in San José (*estimate*), including **36,200** LED streetlights

9,100 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

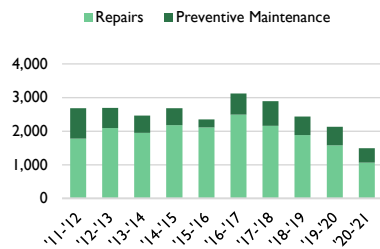


Photo source: Department of Transportation

Percent of Roadway Markings Meeting Visibility and Operational Guidelines

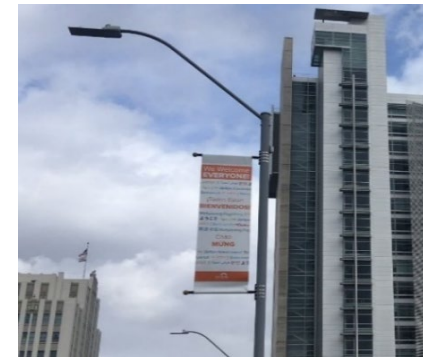
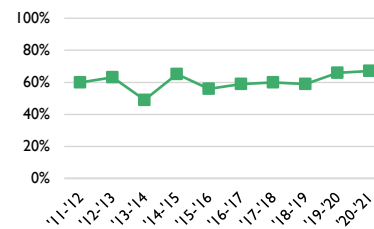


Photo source: Auditor

SANITARY SEWERS

DOT maintains more than 2,000 miles of sanitary sewers and 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. Over 800 miles were cleaned in 2020-21, an increase of 9 percent from the prior year. Seven hundred sewer repairs were completed. DOT responded to 35 sewer overflows in 2020-21, four more than last year. The number of main line stoppages that needed to be cleared was about 240 in 2020-21. DOT estimates 46 percent of sanitary sewer problems were responded to within 30 minutes.

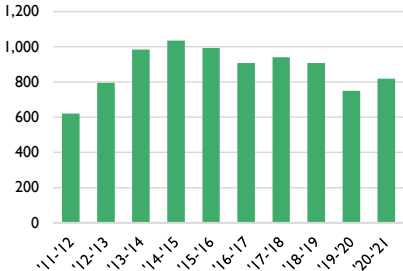
STORM DRAINAGE

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.

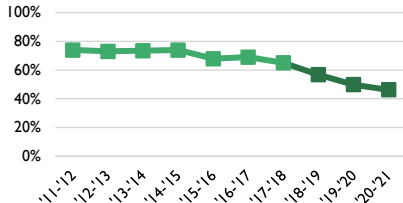
DOT annually cleans approximately 35,500 storm drain inlets so that rain and storm water runoff flow unimpeded through storm drains into the San Francisco Bay. Proactive cleaning of storm drain inlets prevents harmful pollutants, trash, and debris from entering the Bay and reduces the potential for blockages and flooding during heavy rains.

In 2020-21, DOT reports that there were four declared storm days and over 430 storm call responses. The number of stoppages and calls varies depending on the severity of rainfall. DOT also maintained 31 stormwater pump stations and cleaned wet wells during summer months.

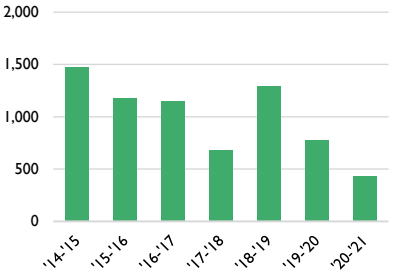
Sewer Miles Cleaned



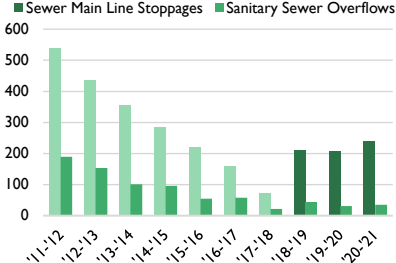
Percentage of Sanitary Sewer Problems Responded to within 30 Minutes*



Storm Calls



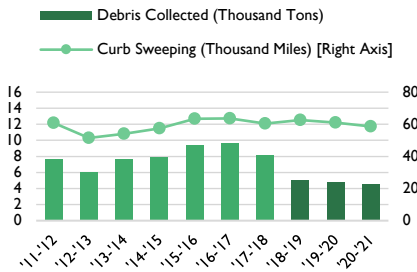
Sewer Stoppages and Overflows Cleared



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.

* DOT changed its methodology starting in 2018-19 to exclude work assignments without an end time.

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 four years (2017-18 to 2020-21), the City Council allocated additional funding to increase the frequency of street landscape maintenance through contracted services as part of the [BeautifySJ](#) program. DOT reports that BeautifySJ maintains approximately half of DOT's landscape inventory. DOT maintenance staff continues to provide basic cleaning and maintenance activities to the non-contractually maintained parcels. Through these combined efforts, there have been improvements in the overall condition of City landscapes. In 2020-21, an estimated 97 percent of general benefit street landscapes were rated on average a 3.5 or higher out of a four point condition rating scale. DOT attributes this increase to a change in methodology in rating street landscapes.

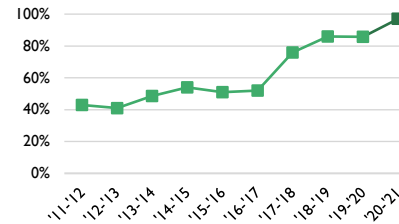
San José has an estimated 270,000 street trees.* DOT responded to over 900 emergencies for street tree maintenance in 2020-21. The City and property owners completed more than 5,100 sidewalk repairs in 2020-21.

PARKING

Parking Services is responsible for managing on-street and off-street parking operations, implementing parking programs, enforcing regulations, and supporting street sweeping, construction, pavement, and maintenance activities. From mid-March 2020 to early August 2020, short-term visitor parking was temporarily provided free of charge in response to the COVID-19 pandemic. Monthly parking operations were also impacted. As a result, monthly parking decreased by 24 percent to almost 52,100 monthly customers in 2020-21. About 580,000 visitors used City parking facilities, 38 percent less than the last year.

The Department issued over 100,000 parking citations in 2020-21, 37 percent less than in 2019-20 as DOT temporarily suspended parking enforcement activities on City streets from mid-March 2020 to early August 2020 due to COVID-19. Parking Services is also responsible for investigating service requests to abate abandoned vehicles. There were 35,800 vehicle abatement service requests submitted through Sanjose311 and generated from Parking Compliance Unit proactive patrols in 2020-21.* The average time to complete a service request for vehicles qualifying for investigation was 16 days. DOT reports that staffing and budget challenges as well as operational adjustments impacted the response time.

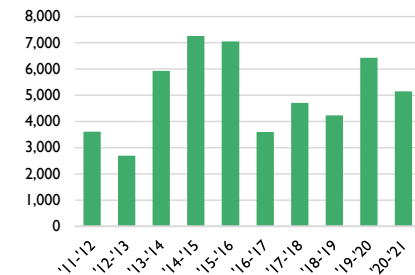
Percent of General Benefit Street Landscapes Rated a 3.5 or Higher out of a 4 Point Scale



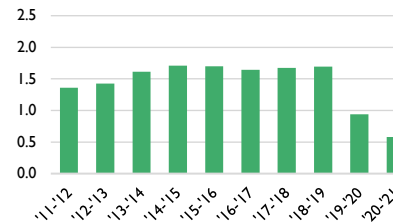
Note: DOT changed methodology in 2020-21 to rate entire corridors and give the street only one rating. Prior, multiple ratings would be given for a segment. In addition, now all general benefit street landscapes are expected to be rated each quarter and by one inspector.

* 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 and increase program accessibility.

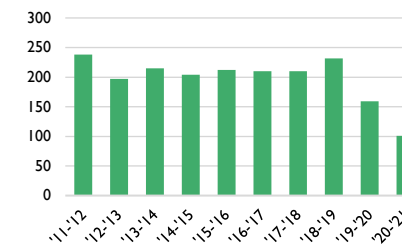
Sidewalk Repairs



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



Parking Citations Issued (thousands)



* During the COVID-19 emergency, the Vehicle Abatement Program within DOT evolved to focus on investigating and removing vehicles that were inoperable, considered a safety or health concern, or contributing to extreme blight.