

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

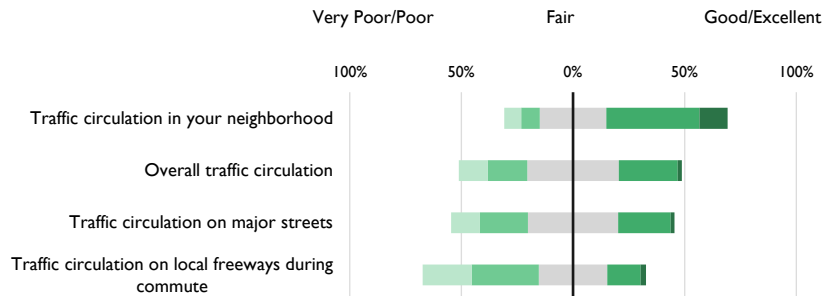
The Department of Transportation (DOT) has eight core service groups to: plan and develop transportation projects; optimize traffic flow and safety; maintain street pavement; maintain traffic signals, signs, markings, and streetlights; maintain street landscapes and street trees; clean and repair sanitary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

In 2021-22, DOT's operating expenditures totaled \$108.7 million, including personal and non-personal expenditures. In addition, DOT was responsible for other costs including \$4.8 million in Citywide expenses and \$434,800 in workers' compensation. The Department had 508.5 authorized positions; staffing was up by 30 percent compared to levels 10 years ago.

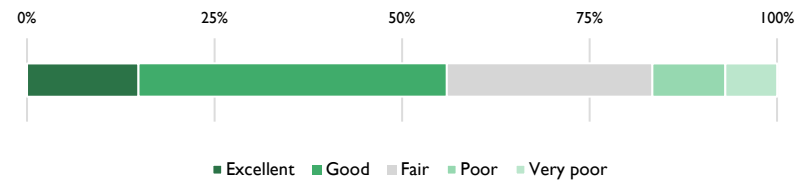
KEY FACTS (2021-22)

Number of acres of street landscape (also includes special district)	626
Number of City parking lots and garages	14
Number of parking meters (estimate)	2,300
Number of street miles	2,519
Number of street trees	269,500

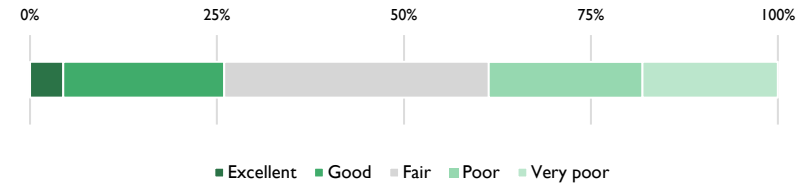
Community Survey 2022
Residents' rating of traffic circulation in the city



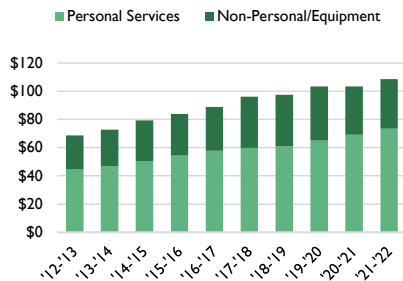
Community Survey 2022
Residents' rating of the City providing bicycle lanes and paths



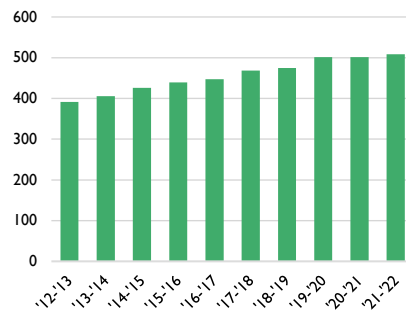
Community Survey 2022
Residents' rating of the City managing traffic on city streets



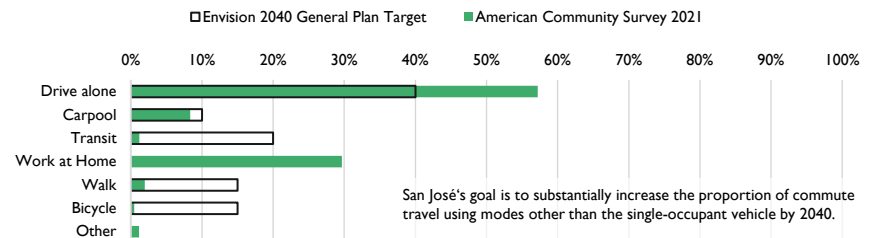
DOT Operating Expenditures (millions)



DOT Authorized Positions



San José Residents' Mode of Commuting to Work



Source: 2021 [American Community Survey](#), 1-year estimates, table B08006

Note: In 2019, prior to COVID-19, working at home was at 4 percent. The commuting mode targets presented are from the Envision 2040 General Plan as amended in May 2021. The targets in the Envision 2040 General Plan have recently been updated to account for all trips (both commute and non-commute). Staff are in the process of collecting data to update the measure.

TRANSPORTATION SAFETY & OPERATIONS

Transportation Safety & Operations manages various traffic safety programs to facilitate safe and efficient travel within San José. In February 2020, City Council approved a [Vision Zero Action Plan](#) prioritizing investments for a data analytic tool, safety redesign projects on high injury corridors, and outreach and community engagement to reduce fatal and severe injury crashes and move towards a culture around safety.

DOT reports that there were 60 traffic fatalities in San José in 2021, 11 more than 2020. Thirty-eight percent were pedestrians with a median age of 51. However, San José’s rate of fatal and injury crashes has remained well below the national rate. In 2021, the rate was 2.3 per 1,000 residents* compared to 4.9 in 2020 nationally.

DOT installed 4.2 miles of quick-build safety improvements on Story Road and Hillsdale Ave. Citywide, DOT installed 40 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. Over 1,270 traffic studies were evaluated citywide. Additionally, almost 23,800 school-aged youth and adults received traffic safety education in 2021-22.

* DOT’s measure of fatal and injury crashes counts crashes that occurred on City roads. Crashes on private property or freeways beyond 50 feet of an intersection are excluded.

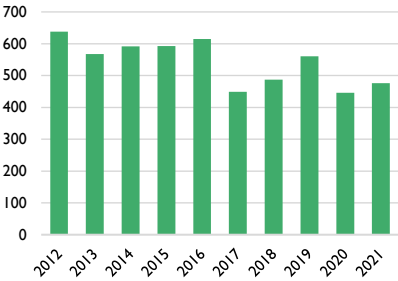
TRANSPORTATION PLANNING & PROJECT DELIVERY

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 2021-22, DOT budgeted \$403.6 million towards its traffic capital improvement program. Example regional and local projects include the 280 Sound Wall, Warm Springs Quiet Zone, Caltrain Electrification, Pedestrian Safety Enhancements, and ADA Accessibility Ramps projects.

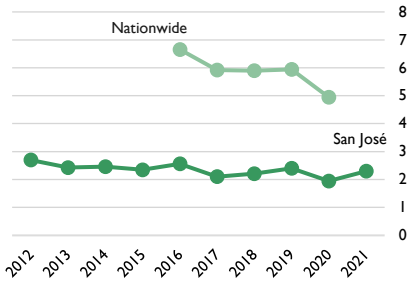
San José has 436 miles of on-street bicycle lanes and routes (installed by DOT). In 2020-21, San José reached its 2020 goal of 400 miles of on-street bikeways. Under the new [Better Bike Plan 2025](#), the City aims to create a low-stress, connected network. The Plan calls for completing a roughly 550 mile on-street bike network. This includes upgrading the existing bike network and adding new bikeways. Thirty-three miles of new on-street bikeways were installed in 2021.

Pedestrian and Bicycle Injury Crashes (calendar year)



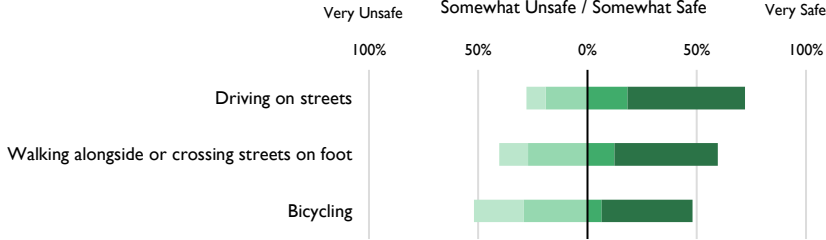
Note: This includes fatal crashes.

Fatal and Injury Crash Rate per 1,000 Residents

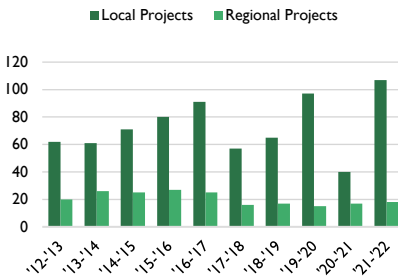


Source: National fatal and injury crash rate data comes from the National Highway Traffic Safety Administration (NHTSA). Data prior to 2016 is not comparable due to different sample designs used by NHTSA.

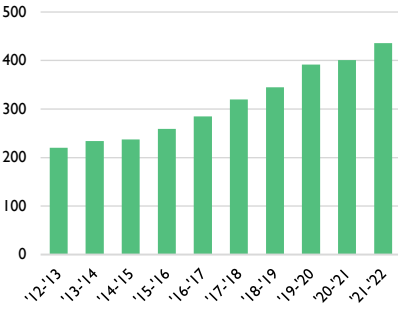
Community Survey 2022
Residents' rating of safety in the city



Transportation Projects in Progress



On-street Miles of Bikeways



TRANSPORTATION

STREET PAVEMENT MAINTENANCE

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

- In 2021, the city's street pavement condition was rated a 67, 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 68 in 2021.

DOT estimates it needs \$509.5 million for deferred maintenance on poor and failed roads, as well as to bring and sustain the average street condition to a "good" rating. Due to funding from 2016 VTA Measure B, State Senate Bill I, and Measure T, DOT anticipates improving pavement conditions and reducing the maintenance backlog. Accounting for one-time and temporary funding sources, the 10-year average annual funding for pavement maintenance is estimated at \$81.2 million.

As part of the 2021 pavement maintenance program, 122.5 miles of street were resurfaced and 100 miles were preventively sealed. DOT has also continued to make safety-related corrective repairs, such as filling potholes and patching damaged areas. In 2021-22, DOT crews repaired over 2,700 potholes, 50 percent less than 2020-21. DOT credits this decrease to increased resurfacing of streets, a stamp patching program that proactively addresses hot-spot locations, and other factors, such as weather.

Pavement Condition Index
San José*

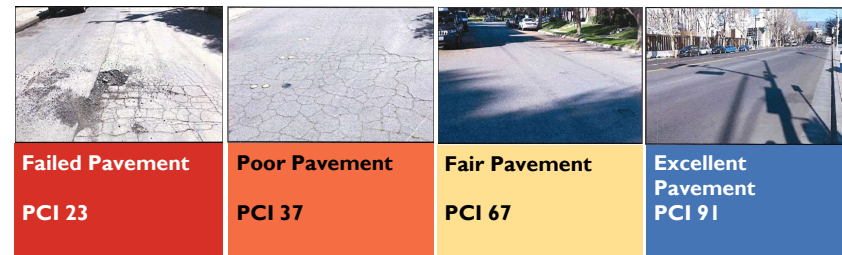
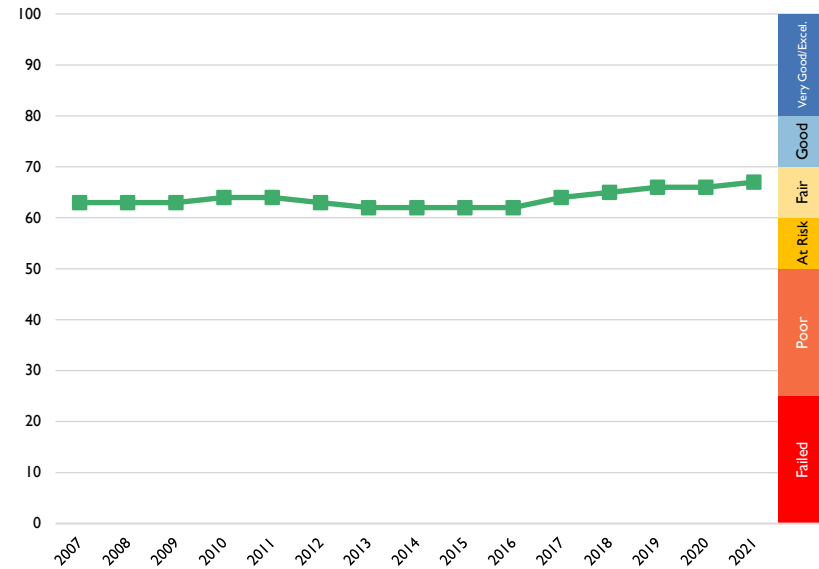
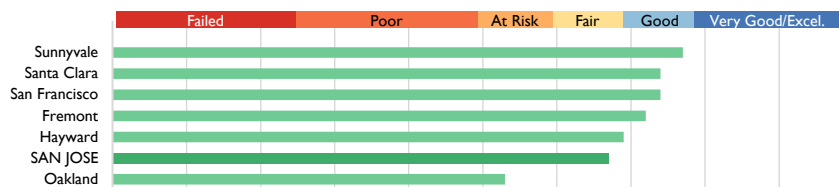


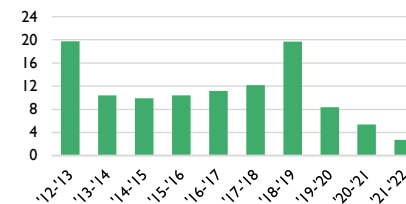
Photo source: Department of Transportation

2021 Pavement Condition Index Selected Bay Area Comparisons*

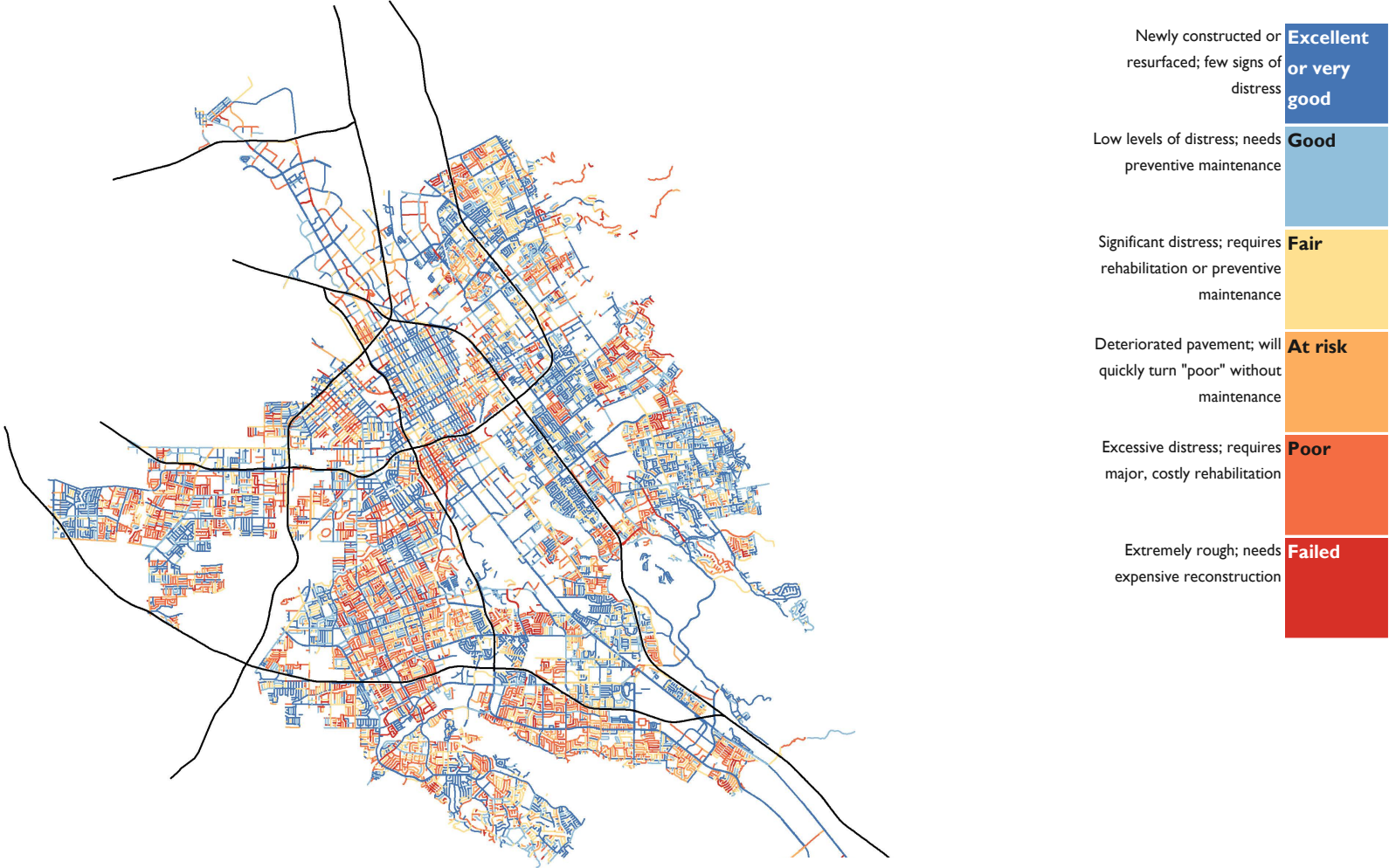


* 3-year moving average, calendar year basis. Source: [Metropolitan Transportation Commission](#).

Number of Potholes Filled
(thousands)

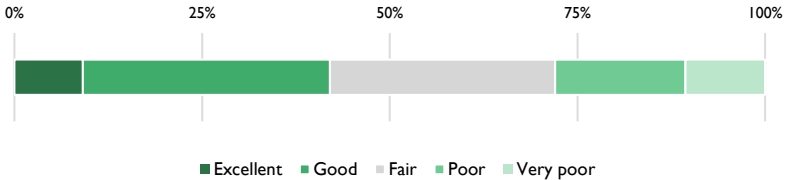


Map of Pavement Condition



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 2022
Residents' rating of the maintenance of neighborhood streets



Source: Department of Transportation StreetSaver data as of December 2021.

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 2021-22, DOT made almost 1,900 repairs to traffic signals. DOT responded to signal malfunctions within 30 minutes 16 percent of the time (target: 40 percent).

DOT's response to traffic and street name sign service requests fell within established guidelines¹ 94 percent of the time in 2021-22 (target: 98 percent). Almost 1,500 signs were preventively maintained, a decrease of 66 percent compared to the prior year. DOT credits this decrease to their focus on "mast arm" signs projects during this time, which DOT reports has fewer signs per intersection, impacting the numbers reported.

DOT crews completed roadway marking services within established priority guidelines² 97 percent of the time in 2021-22. Eighty-six percent of roadway markings met visibility and operational guidelines (target: 64 percent).

Ninety-nine percent of San José's 65,400 streetlights³ were operational. Forty-six percent of reported malfunctions were repaired within seven days (target: 50 percent). DOT repaired over 7,100 streetlights in 2021-22. As of 2021-22, the City has converted or installed around 54,600 LED streetlights, up from about 3,000 LED streetlights in 2013.

Traffic Signals

964 traffic signal intersections in San José

1,900 repairs and **730** preventive maintenance activities completed

16% of malfunctions responded to within 30 minutes (Target: 40%)

Traffic and Street Name Signs

123,400 traffic control and street name signs in San José (estimate)

1,500 preventive maintenance activities completed

94% of sign repair requests completed within established guidelines¹ (Target: 98%)

81% of signs in good condition (estimate, Target: 81%)

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

Roadway Markings

5.9 million square feet of roadway markings

160 maintenance requests completed

97% of service requests completed within prioritized operational guidelines² (Target: 100%)

86% of markings met visibility and operational guidelines (Target: 64%)

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

Streetlights

65,400 streetlights³ in San José, including **54,600** LED streetlights

7,100 repairs completed

99% of streetlights in operational condition (Target: 98%)

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

Number of Traffic Signal Maintenance Activities

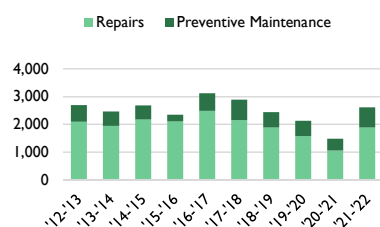
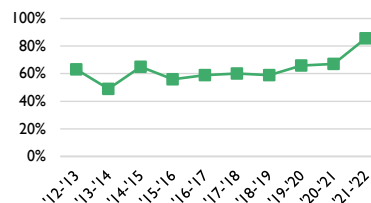


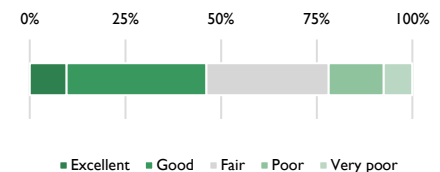
Photo source: Department of Transportation

Percent of Roadway Markings Meeting Visibility and Operational Guidelines



Community Survey 2022

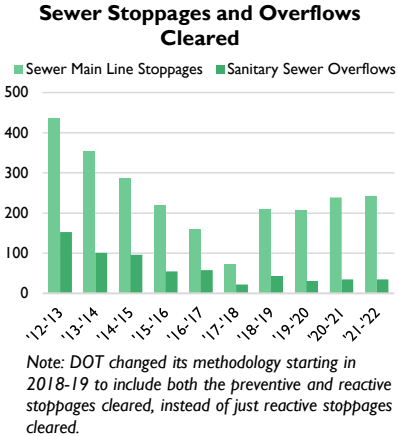
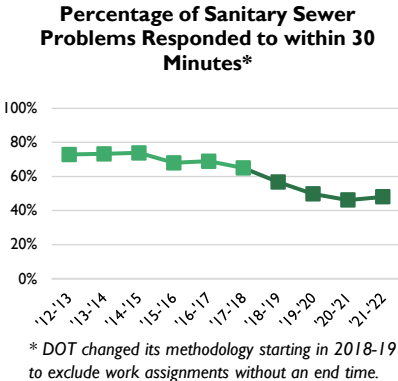
Residents' rating of the adequacy of street lighting in their local neighborhood



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 2021-22. About 660 sewer repairs were completed. DOT responded to 35 sewer overflows in 2021-22, the same as last year. DOT cleared over 240 main line stoppages in 2021-22. DOT estimates 48 percent of sanitary sewer problems were responded to within 30 minutes (target: 80 percent).

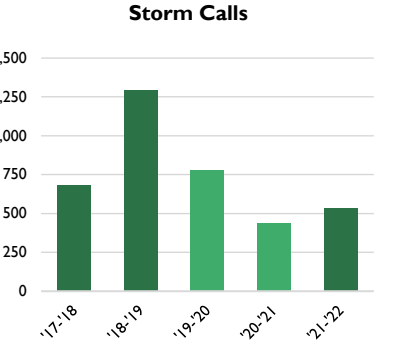
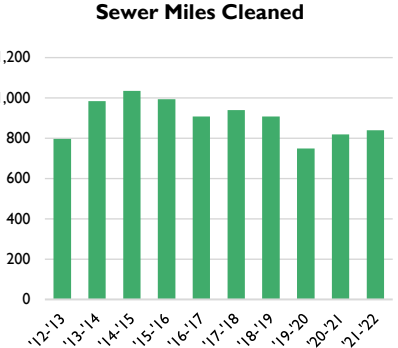


STORM DRAINAGE

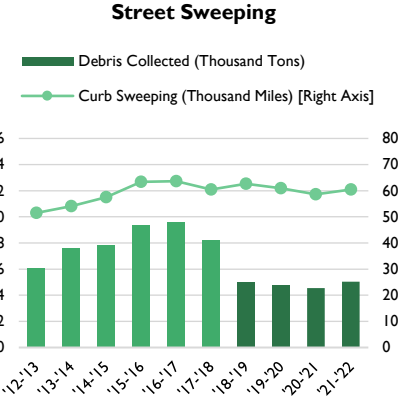
DOT and ESD ensure that all of the City’s streets are swept of roadway particulate and debris that may collect in gutters. DOT’s street sweepers clean the downtown area, major streets, and bike routes. ESD contracts residential street sweeping.

DOT annually cleans storm drain inlets so that rain and storm water runoff flow unimpeded through storm drains into the San Francisco Bay. There are approximately 35,600 storm drain inlets in the city. Proactive cleaning prevents harmful pollutants, trash, and debris from entering the Bay and reduces the potential for blockages and flooding during heavy rains.

In 2021-22, DOT reports that there were five declared storm days and about 540 responses to calls related to the storm collection system. 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.



Note: Only blockage-related calls were counted in 2019-20 and 2020-21. For all other years presented, this measure shows responses to calls related to the storm collection system, not just blockage-related calls.



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 five years (2017-18 to 2021-22), 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 almost 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 2021-22, an estimated 80 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 a decrease from the prior year to possible impacts from lack of rain and staffing challenges.

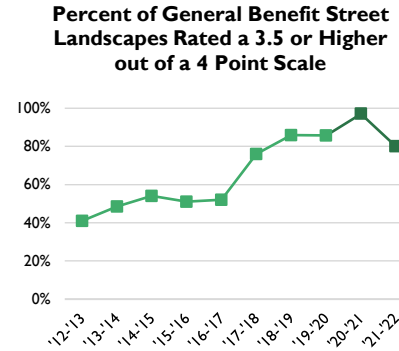
San José has about 269,500 street trees.* DOT responded to almost 1,100 emergencies for street tree maintenance in 2021-22. The City and property owners completed more than 7,100 sidewalk repairs in 2021-22.

* 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.

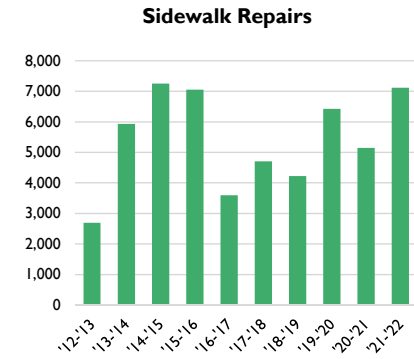
PARKING

Parking Services is responsible for managing on-street and off-street parking operations, implementing parking programs, enforcing regulations, and supporting street sweeping, construction, pavement, and maintenance activities. There were almost 54,000 monthly parking customers in 2021-22 and 902,200 visitors used City parking facilities, both of which were below pre-COVID levels. However, overall parking activity increased from 2020-21; with visitor parking up by 56 percent compared to the prior year.

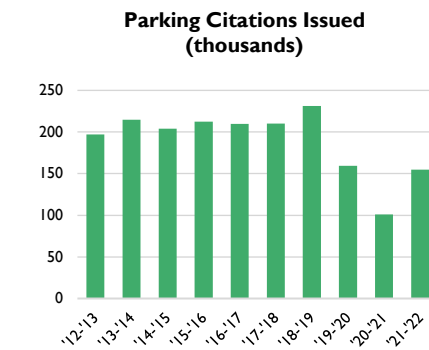
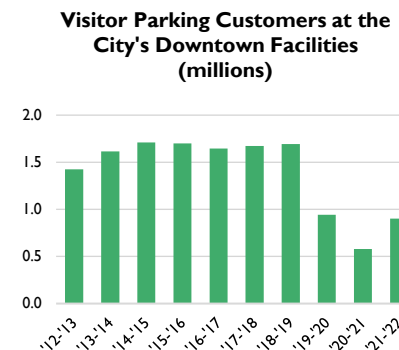
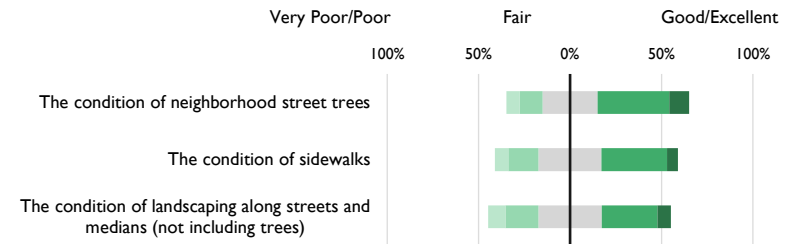
The Department issued about 154,700 parking citations in 2021-22, 53 percent more than in 2020-21. Parking Services is also responsible for investigating service requests to abate abandoned vehicles. There were 34,400 vehicle abatement service requests submitted through SJ311 and generated from Parking Compliance Unit proactive patrols in 2021-22. The average time to complete a service request for vehicles qualifying for investigation was 8.2 days, down from 16 days the prior year. DOT attributes the reduced response time to increased staffing availability in 2021-22 and program changes.*



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.



Community Survey 2022
Residents' rating of street landscaping in the city



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