

Street Transportation

Mission Statement

The Street Transportation Department plans and provides for the safe, efficient and convenient movement of people and goods on city streets.

Key Services

Our mission is accomplished by responding to transportation needs in relation to street capital improvement planning, street maintenance and pavement management, traffic engineering, traffic signal construction and maintenance, and traffic safety coordination.

Street Maintenance Rapid Response

Target: 95%

YTD Percent: 97%

Goal:

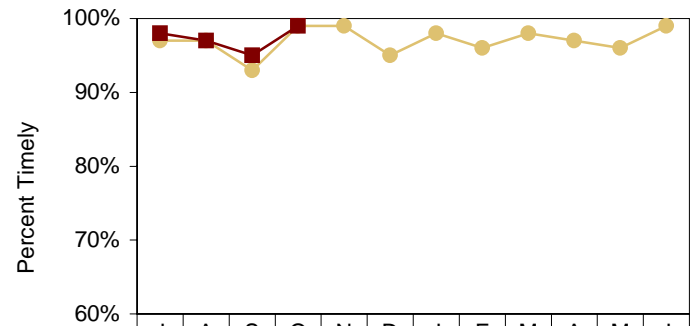
To protect the public and facilitate traffic flow by providing an immediate response to urgent maintenance requests

Target:

To complete 95% of Rapid Response requests within 24 hours

Significance:

Rapid Response requests involve addressing urgent issues such as obstructions in the roadway, potholes on major streets, or tripping hazards on sidewalks. Addressing these requests is vital to facilitating traffic flow and protecting the public.



Requests	351	378	333	314								
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Routine Street Maintenance Requests

Target: 90%

YTD Average: 84%

Goal:

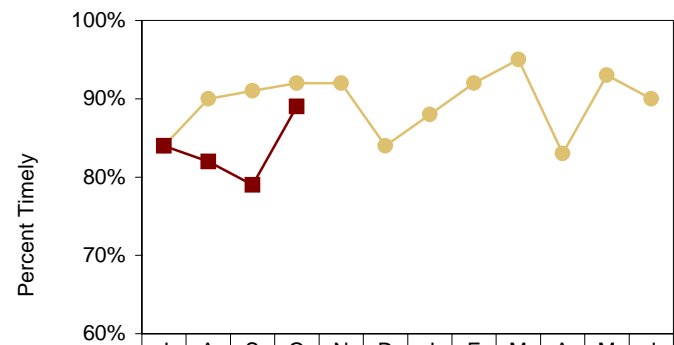
To provide service to public by responding to routine service requests in a timely manner

Target:

Complete 90% of routine requests within target of 2-21 days

Significance:

Routine requests for maintenance include issues such as asphalt/concrete repairs and weeds/trash removal in the unimproved right-of-way. Target for these requests can be from 2-21 days depending upon the type of work.



Requests	437	499	487	525								
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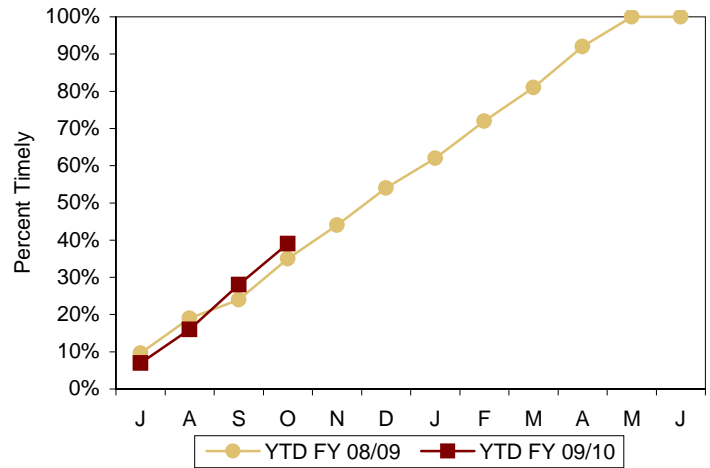
Traffic Signal Controllers

Target: 100% **YTD Percent: 39%**

Goal:
Perform preventative maintenance on traffic signal control equipment

Target:
Inspect all traffic signal control cabinets annually

Significance:
In order to ensure operational functionality and public safety, traffic signal control equipment must be inspected annually. There are currently approximately 1,000 signalized intersections.



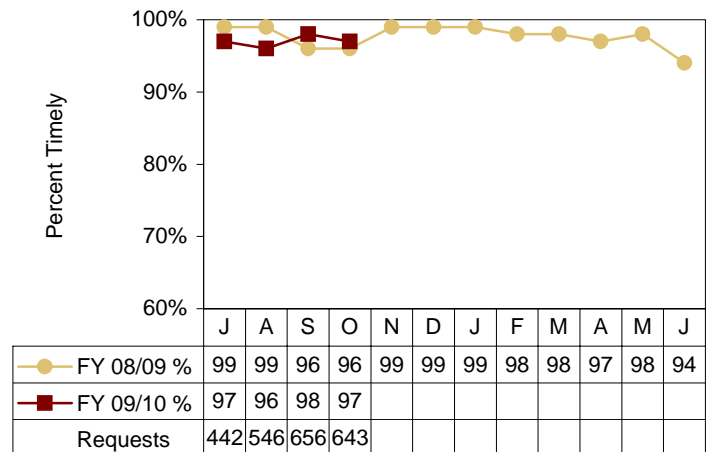
Routine Traffic Operation Requests

Target: 95% **YTD Percent: 97%**

Goal:
To provide service to public by responding to routine Traffic Operation service requests in a timely manner

Target:
To complete 95% of all requests for service within 30 days

Significance:
Addressing traffic operation service requests within 30 days insures that public expectations are met. These requests can include parking restrictions, speeding concerns, or visibility issues.



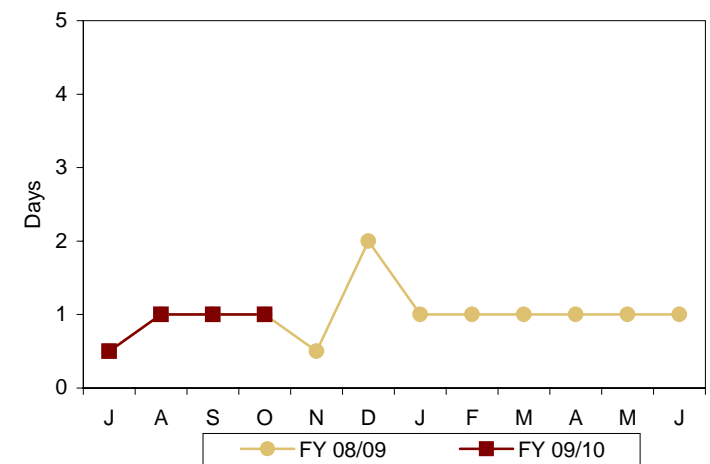
Construction Project Complaints or Inquiries

Target: 3 Days **YTD Average: 1.0**

Goal:
To provide service to the public by responding to construction project updates, requests, and complaints

Target:
Respond to all requests or complaints within 3 working days

Significance:
Requests include project status, completion schedules, noise complaints, street closure inquiries, and other project issues. Timely responses on requests for information or complaints are crucial in order to maintain an appropriate level of customer service.



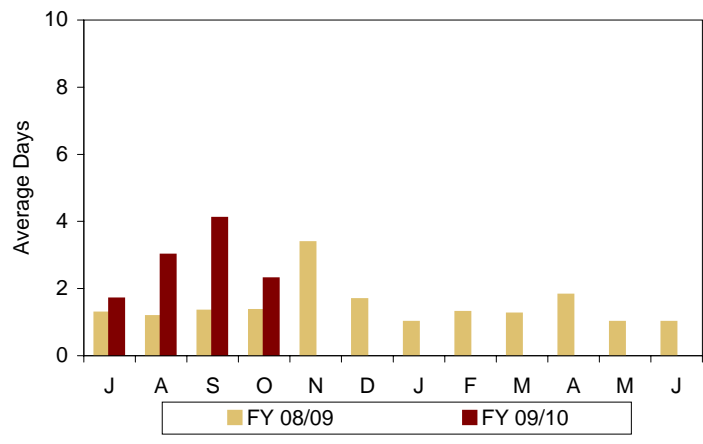
Response to Street Light Requests

Target: 5 days **YTD Average: 3**

Goal:
Provide service to the public by reviewing and responding to requests for new street lights in a timely manner

Target:
Review and Respond within 5 working days on status of request

Significance:
In order to provide effective customer service, citizens must be notified in a timely manner of the status of requests. It may also be necessary for the citizen to provide follow-up information in order to complete the request.



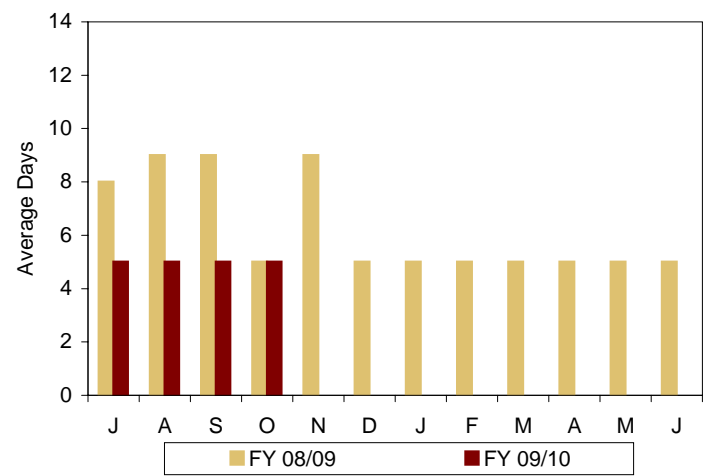
Review of Private Development Plans

Target: 10 days **YTD Average: 5**

Goal:
Provide service to development community by reviewing private development plans for striping, signing, and signals in a timely manner

Target:
Review within 10 working days

Significance:
In order to assist private developers and ensure that striping, signing, and signal work meets city standards, it is important that plans are reviewed in a timely manner. Construction activity is variable, so it is possible that no plans will be received in some months.



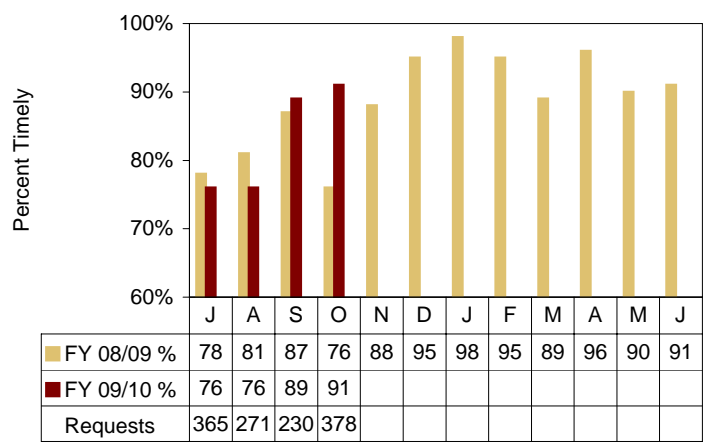
Sign and Paint Shop Production

Target: 90% **YTD Percent: 83%**

Goal:
Sign and Paint Shop Production

Target:
To complete 90% of all requests for service within 45 days

Significance:
Timely response to requests for new signs, signs maintained, crosswalks maintained/installed, etc. is vital to insure the safe and efficient flow of vehicular and pedestrian traffic.



FY 08/09 %	78	81	87	76	88	95	98	95	89	96	90	91
FY 09/10 %	76	76	89	91								
Requests	365	271	230	378								