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.

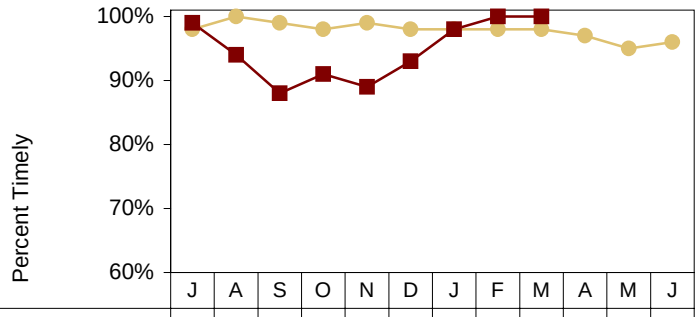
Street Maintenance Rapid Response

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

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.



	J	A	S	O	N	D	J	F	M	A	M	J
FY 11/12 %	98	100	99	98	99	98	98	98	98	97	95	96
FY 12/13 %	99	94	88	91	89	93	98	100	100			
Requests	345	548	527	384	379	315	360	517	390			

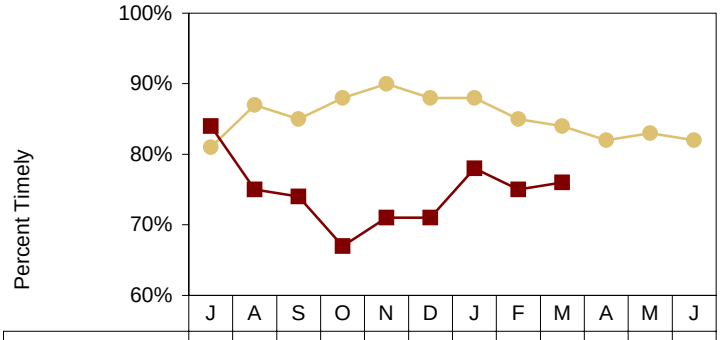
Routine Street Maintenance Requests

Target: 85% **YTD Average: 74%**

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

Target:
Complete 85% 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.



	J	A	S	O	N	D	J	F	M	A	M	J
FY 11/12 %	81	87	85	88	90	88	88	85	84	82	83	82
FY 12/13 %	84	75	74	67	71	71	78	75	76			
Requests	471	435	608	610	457	368	483	578	532			

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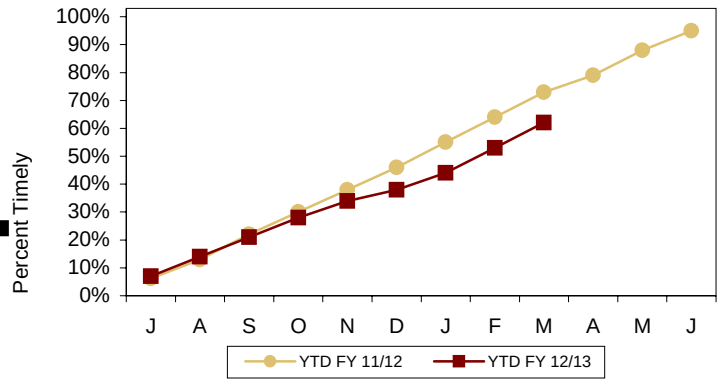
Traffic Signal Controllers

Target: 100% | **YTD Percent: 62%**

Goal:
Perform preventative maintenance on traffic signal control equipment

Target:
Inspect all traffic signal control equipment annually

Significance:
In order to ensure operational functionality and public safety, traffic signal control equipment must be inspected annually. There are approximately 1,100 signalized locations.



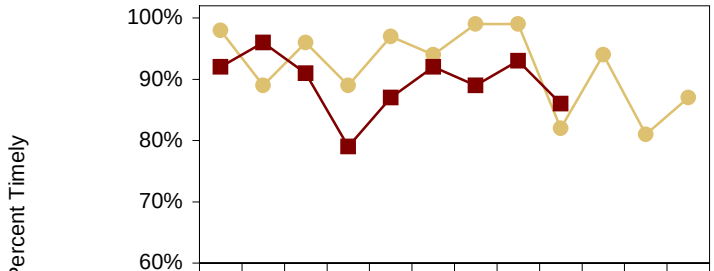
Routine Traffic Operation Requests

Target: 95% | **YTD Percent: 89%**

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.



	J	A	S	O	N	D	J	F	M	A	M	J
FY 11/12 %	98	89	96	89	97	94	99	99	82	94	81	87
FY 12/13 %	92	96	91	79	87	92	89	93	86			
Requests	371	452	363	600	334	293	414	475	382			

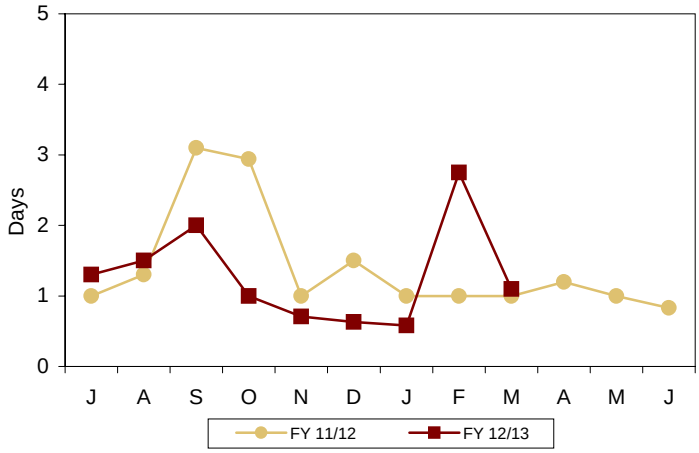
Construction Project Complaints or Inquiries

Target: 2 Days | **YTD Average: 1.3 days**

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

Target:
Respond to all requests or complaints within 2 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.



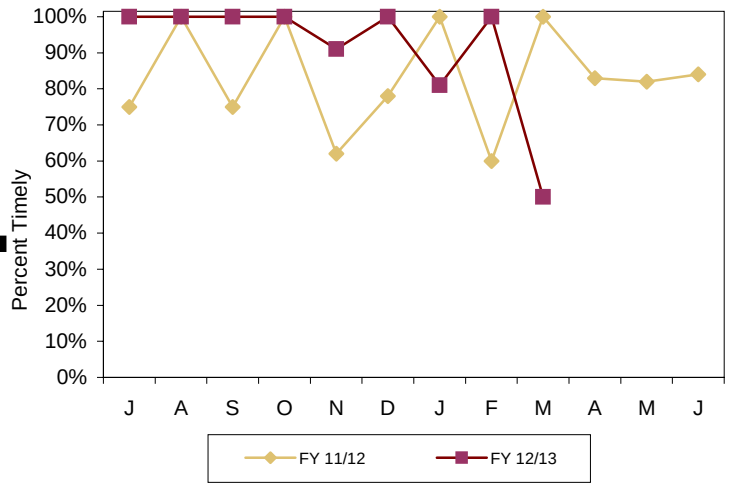
Procurement Process Turnaround Time

Target: 90% | **YTD Average: 91%**

Goal:
To ensure timely processing of procurement actions for the selection of architects, engineers, and contractors from advertisement to Council award

Target:
Process 90% of the contract procurement actions within 150 calendar

Significance:
Tracking these customer services will ensure the Street Transportation Procurement Section is meeting our client departments' needs. Tracking of this measure starts from procurement advertisement to Council award and is reported in the month that the procurement action is submitted for Council approval. No procurements required Council approval in the months with 0% indicated.



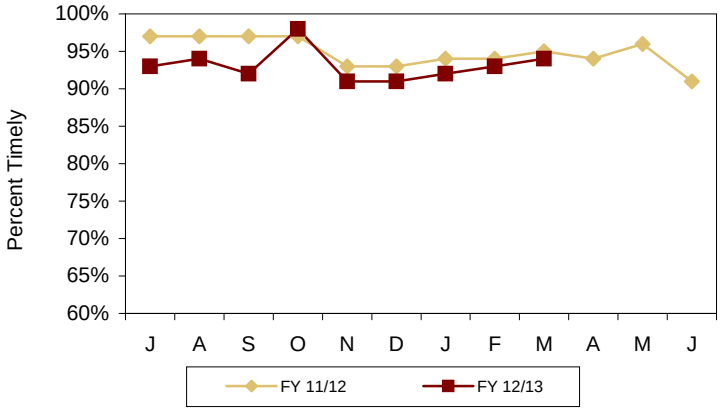
Plan Review Turnaround Times

Target: 90% | **YTD Average: 93%**

Goal:
To ensure timely utility plan reviews

Target:
Complete 90% of utility plan reviews within 10 working days

Significance:
Tracking this data will help assess workload distribution and staffing needs, as well as ensuring the needs of our external partners (utilities companies) are met. This measure ensures timely turnaround times in the Utility Section.



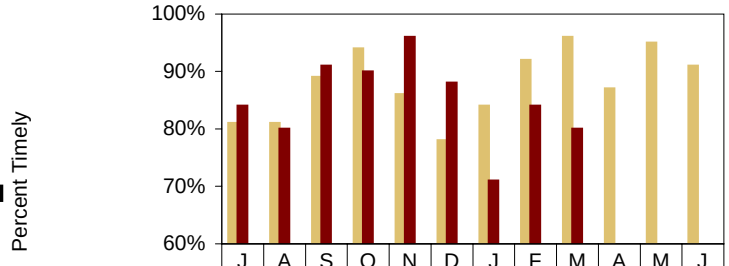
Sign and Paint Shop Production

Target: 85% | **YTD Percent: 83%**

Goal:
Sign and Paint Shop Production

Target:
To complete 85% 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.



	J	A	S	O	N	D	J	F	M	A	M	J
FY 11/12 %	81	81	89	94	86	78	84	92	96	87	95	91
FY 12/13 %	84	80	91	90	96	88	71	84	80			
Requests	448	456	296	308	249	331	669	598	490			