



# Memorandum

**TO:** BUILDING STRONG  
NEIGHBORHOODS COMMITTEE

**FROM:** James R. Helmer  
Carl Mosher

**SUBJECT:** STREET SWEEPING

**DATE:** 05-03-05

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Approved

Date

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## RECOMMENDATION

Accept this report on the status of the Street Sweeping Program.

## BACKGROUND

The City of San José provides contractual and in-house street sweeping services to the City's 4,072 curbed miles of streets in three areas: residential street sweeping, arterial streets and bikeway sweeping, and Central and Neighborhood Business District street sweeping.

- **Residential Street Sweeping (RSS)**  
The approximately 3,000 curbed miles of residential streets in San José are swept once each month by contractual services. The sweep occurs on the first business day following the garbage and yard waste collection.
- **Arterial and Collector Streets and Bikeway Sweeping (ACB)**  
The approximately 1,036 curbed miles of arterial and collector streets, median islands, and bikeways are swept weekly or bi-weekly by DOT crews, depending on need.
- **Central Business District and Neighborhood Business District Sweeping (CBD/NBD)**  
The approximately 56 curbed miles of streets in the City's downtown and neighborhood business districts are contractually swept at least two times per week, weather permitting. During periods of the year when special event activity is heavy and debris accumulates quicker, the Downtown streets are swept up to four times per week, depending on need. The neighborhood business districts are swept two times per week.

## ANALYSIS

The Customer Satisfaction Survey performed in 2003 indicated that 76% of the residents of San José were satisfied with the street sweeping activities. However, in January 2004, residential sweeping was reduced from two sweeps per month to one sweep per month. Staff estimated a five-percentage point reduction in customer satisfaction due to the reduction in sweeping frequency. To minimize or reverse the effect of the sweeping frequency reduction, staff reviewed the entire

program and identified several methods to improve street sweeping effectiveness. The following describes the most notable improvements:

- **Focused Field Inspection**

Concentrate inspection efforts on areas known to be problematic and where complaints are frequently generated. Inspection staff can require street sweepers to return to the site and sweep again if deemed necessary.

- **Public Education, Information and Notification**

Inform residents and property owners about street sweeping schedules, program changes, and suggestions to help residents take actions that will improve sweeping near their property and in their neighborhoods.

- **Enhanced Sweeps**

Provide a concentrated effort in select neighborhoods, including the distribution of flyers, temporary no parking signage and enforcement, and active on-site inspection to ensure efficient and complete street sweeping. Approximately 20 curb miles of enhanced sweeping are performed each month on a rotating basis in needed areas throughout the City.

- **Prohibiting Parking During Sweeps**

Staff studies and customer service feed back have indicated that the major deterrent to effective sweeping is the presence of parked cars. Beginning in 2003-2004, a five-year plan to increase no parking signage and enforcement on sweeping days was instituted, installing 40 miles of no parking signage each year. The identification and posting of these areas are coordinated with City Council offices, SNI groups, and other neighborhood groups and committees

As a result of all of these efforts, in the 2005 Customer Satisfaction Survey, 79% of San Jose residents indicated that they are satisfied with street sweeping activities. The satisfaction rating was 76% in 2003, before the reduction of sweeping frequency. As proposed in the current budget process, fiscal year 2005-2006 would be the third year of the expanded parking enforcement plan and would see the installation of 40 additional curb miles of parking prohibition on sweeping days. Additionally, staff would continue to focus on the other methods of improving street sweeping effectiveness, which are proving to be successful.

## **CONCLUSION**

Through the combined efforts of the Department of Transportation and the Environmental Services Department, the Street Sweeping Program continues to improve in effectiveness.

CARL MOSHER  
Director of Environmental Services

JAMES R. HELMER  
Director of Transportation