SAN JOSE
CAPITAL OF SILICON VALLEY

Performance Report
Transportation and Environment Committee
Environmental Services Department

Reporting Period: July 1, 2008 - December 31, 2008

	Prior Annual Actuals		2007-2008 Quarterly Actuals				2008-2009 Performance						
	2006-2007 Actual	2007-2008 Actual	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2008-2009 (Jul-Sept)	2008-2009 (Oct-Dec)	2008-2009 (Jan-Mar)	2008-2009 (Apr-Jun)	2008-2009 YTD	2008-2009 Target	Discuss
Quarterly													
Goal: Reliable utility services													
1. % of potable water samples meeting or surpassing state and federal water quality standards	100%	99.4%	99.8%	99.9%	99.3%	99.1%	99.1%	99.3%			99.2%	100%	
2. % of time recycled water quality standards are met or surpassed (by type of use)	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	
3. % of residential garbage pickups completed as scheduled	NA	99.6%	NA	NA	100%	99.7%	99.8%	100%			99.9%	100%	
- Total # of residential households served	296,499	300,048	298,501	298,105	299,382	300,048	300,204	300,828			300,828	302,000	
4. % of time NPDES pollutant discharge requirements are met or surpassed	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	
- Average millions of gallons of wastewater treated per day	116	113	112	111	118	110	109	106			106	120	

Environmental Services Department

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Semi-Annual													
Goal: Reliable utility services													
1. % of water customer service requests handled within 24 hours	97%	NA	NA		NA		NA [2]				NA [2]	NA [2]	
- Total # of MWS customers served	26,982	26,397	26,357		26,397		26,402				26,402	26,300	
Goal: Environmental leadership													
2. % of Urban Runoff Management Plan tasks completed by target date	99%	96%	100%		95%		95%				95%	100%	
- # of Stormwater NPDES permit work plan tasks completed	227	237	NA [3]		NA [3]		100				100	265	

[2] Data is not available. The Integrated Billing System does not currently enable this type of data tracking.

[3] Data compiled quarterly and is not additive. Future years will be done semi-annually.

SAN JOSE
CAPITAL OF SILICON VALLEY

Performance Report
Transportation and Environment Committee
Police Department

Reporting Period: July 1, 2008 - December 31, 2008

	Prior Annual Actuals		2007-2008 Quarterly Actuals				2008-2009 Performance						
	2006-2007 Actual	2007-2008 Actual	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2008-2009 (Jul-Sept)	2008-2009 (Oct-Dec)	2008-2009 (Jan-Mar)	2008-2009 (Apr-Jun)	2008-2009 YTD	2008-2009 Target	Discuss
Quarterly													
Goal: Safe surface transportation													
1. Total number of injury crashes per 1,000 population *	3.31	3.02	.75	.74	.65**	.69	.67	.69			2.70	3.0	✓
- # of traffic accidents reported *	11,969	11,621**	2,838**	3,044**	2,751**	2,606	2,431	2,687			10,475	11,500	✓
- # of hazardous moving violation citations issued	25,439	36,651	8,267	8,957	7,252	12,175	12,673	10,851			23,524	22,000	✓
2. # of pedestrian and bicycle-related injury crashes per 1,000 population *	.62	.59	.13	.16	.16	.13	.15	.15			.59	.60	✓
- # of pedestrian and bike injury crashes *	584	570	131	151	156**	131	151	150			588	580	

* Crash data is reported on a calendar year basis for effective comparison to other agencies.
** Minor changes to previously reported data reflect current, accurate data.

SAN JOSE
CAPITAL OF SILICON VALLEY

Performance Report
Transportation and Environment Committee
Airport Department

Reporting Period: July 1, 2008 - December 31, 2008

	Prior Annual Actuals		2007-2008 Quarterly Actuals				2008-2009 Performance						
	2006-2007 Actual	2007-2008 Actual	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2008-2009 (Jul-Sept)	2008-2009 (Oct-Dec)	2008-2009 (Jan-Mar)	2008-2009 (Apr-Jun)	2008-2009 YTD	2008-2009 Target	Discuss
Quarterly													
Goal: Increase economic vitality													
1. % of time public parking is available	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	
Goal: Support San José's livability/Environmental leadership													
1. % change in non-compliant operations (take-offs and landings)	10%	-40.9%	-88%	-50%	-60%	133%	1100%	200%			425%	100%	✓
- Total # of compliant operations	184,980	184,701	49,485	46,714	43,225	45,278	44,109	39,935			84,044	189,735	✓
- Total # of non-compliant operations	22	13	1	3	2	7	12	9			21	20	
2. % of noise complaints responded to within one day	93%	93.4%	87%	100%	100%	95.5%	100%	84.2%			95.5%	100%	
- Total # of environmental noise complaints received	1,294	881	354	202	126	199	223	90			313	1,100	

SAN JOSE
CAPITAL OF SILICON VALLEY

Performance Report
Transportation and Environment Committee
General Services Department

Reporting Period: July 1, 2008 - December 31, 2008

	Prior Annual Actuals		2007-2008 Quarterly Actuals				2008-2009 Performance						
	2006-2007 Actual	2007-2008 Actual	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2008-2009 (Jul-Sept)	2008-2009 (Oct-Dec)	2008-2009 (Jan-Mar)	2008-2009 (Apr-Jun)	2008-2009 YTD	2008-2009 Target	Discuss
Quarterly													
Goal: Infrastructure maintenance													
1. % of facilities' health and safety concerns mitigated within 24 hours	94%	94%	96%	94%	89%	100%	95%	100%			97%	100%	✓
2. % of equipment that is available for use when needed:													
Emergency Vehicles	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	✓
General Fleet	92%	91%	86%	93%	94%	94%	94%	93%			93%	93%	

SAN JOSE
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Performance Report
Transportation and Environment Committee
Department of Transportation

Reporting Period: July 1, 2008 – December 31, 2008

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	2006-2007 Actual	2007-2008 Actual	2007-2008 (Jul-Sept)	2007-2008 (Oct-Dec)	2007-2008 (Jan-Mar)	2007-2008 (Apr-Jun)	2008-2009 (Jul-Sept)	2008-2009 (Oct-Dec)	2008-2009 (Jan-Mar)	2008-2009 (Apr-Jun)	2008-2009 YTD	2008-2009 Target	Discuss
Quarterly													
Goal: Infrastructure maintenance and investment													
1. % of corrective pavement repairs completed within one day (priority) and 30 days (non-priority)	64%	76%	44.4%	68%	74%	62%	53%	56%			54%	70%	√
2. % of time streetlights are operational - # of streetlights maintained	98% 58,840	98% 60,900	98% 59,840	98% 60,218	98% 61,171	98% 61,171	98% 61,412	98% 61,383			98% 61,383	97% 59,525	√
3. % of traffic signal malfunctions responded to within 30 minutes - # of traffic signals	59% 888	53% 892	52% 892	55% 892	54% 892	54% 892	55% 892	56% 892			56% 892	54% 896	
4. % of sewer line segments without obstruction	99%	98%	100%	99%	100%	100%	100%	99.6%			99.7%	98%	
5. % of storm sewer inlets without obstruction	99%	99%	100%	100%	99%	100%	100%	100%			100%	95%	
Goal: Reliable utility services													
6. % of sewer line blockages cleared within 4 hours of notification	89%	89%	89%	84%	82%	93%	93%	88%			91%	90%	
7. % of storm sewer inlet blockages cleared within 24 hours	69%	99%	19%	73%	88%	78%	81%	82%			81%	70%	√