



# Access and Use of Traffic Safety Services: Targeted Outreach and Other Improvements Can Enhance Equity in Services

A Report from the City Auditor  
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<http://www.sanjoseca.gov/auditor>

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Agenda Item (d) I



## Background

The Department of Transportation (DOT) and the Police Department (Police) provide key traffic safety programs and services such as:

- Responding to traffic safety service requests
- Implementing a variety of safety projects, such as traffic calming projects in neighborhoods, pedestrian safety enhancements, and quick build projects
- Providing school traffic safety education, crossing guards, and traffic enforcement



## Finding I: Equity Priority Communities Received the Same or a Higher Level of Services in Some Traffic Safety Programs

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- Equity priority communities received a greater number of quick build safety projects in comparison to other communities.
- Requests for basic neighborhood traffic safety services were equally distributed across the city.
- DOT was more timely in closing out basic traffic safety requests for equity priority communities.



## Finding 2: School Traffic Safety Programs Can Be More Proactive in Their Outreach to Engage More Schools

- Both DOT and Police have faced challenges in reaching all elementary and middle schools.
- Slightly fewer schools in equity priority communities were involved with the Walk N' Roll program or had crossing guards than would be expected if participating schools were equally distributed.
- There are opportunities for better outreach and cross departmental coordination to improve access and use of school traffic safety services.

**Recommendations:** To expand access and use of school traffic safety programs, Police and DOT should:

- Expand and coordinate on proactive targeted outreach.
- Develop a process to better track and facilitate crossing guard requests between the departments.





## Finding 3: Translated and Updated Resources Could Enhance Access to Traffic Safety Services

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- Police's public online traffic enforcement request form is only in English.
- DOT's Traffic Calming Toolkit, a resource intended to provide information to the public on how to access traffic calming improvements for their neighborhoods, is outdated and only in English.
- Phone trees that residents are directed to for traffic safety or enforcement services are not always translated.

**Recommendations:** To expand access and use of traffic safety services:

- Police should translate the online traffic enforcement request form.
- DOT should update and translate its traffic safety resources, including the Traffic Calming Toolkit.
- DOT and Police should translate phone trees for accessing traffic safety services.

## Conclusion

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This report has 8 recommendations.

We would like to thank the Department of Transportation and the Police Department for their time and insight during the audit process.

The audit report is available at [www.sanjoseca.gov/auditor](http://www.sanjoseca.gov/auditor)

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