

07

PROJECTS





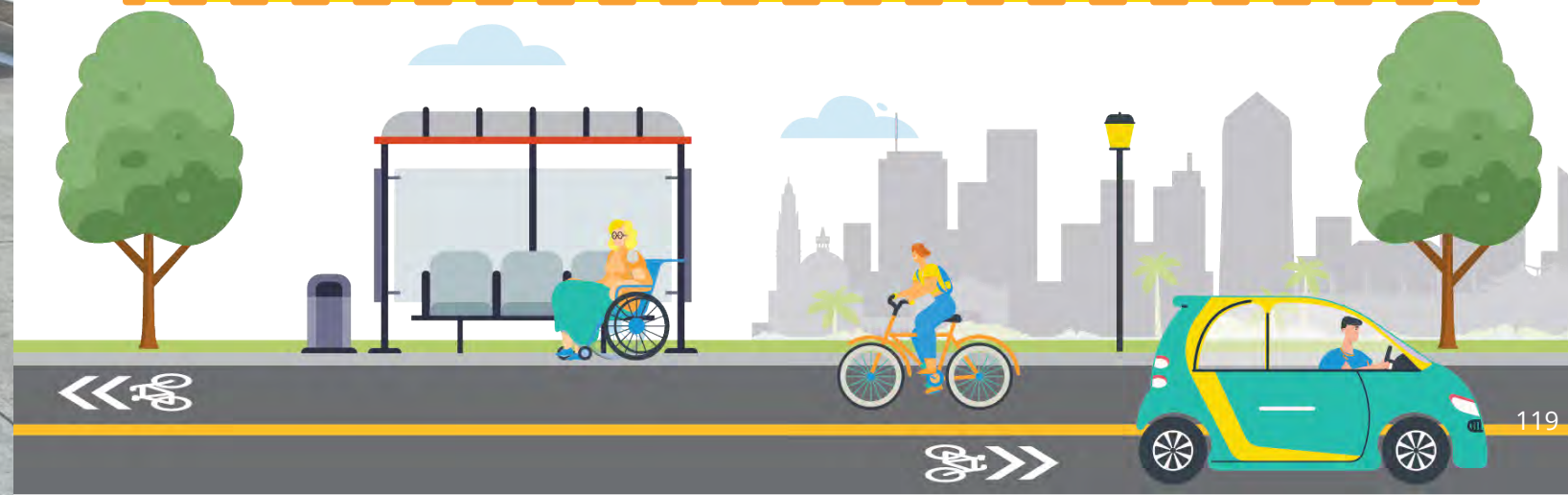
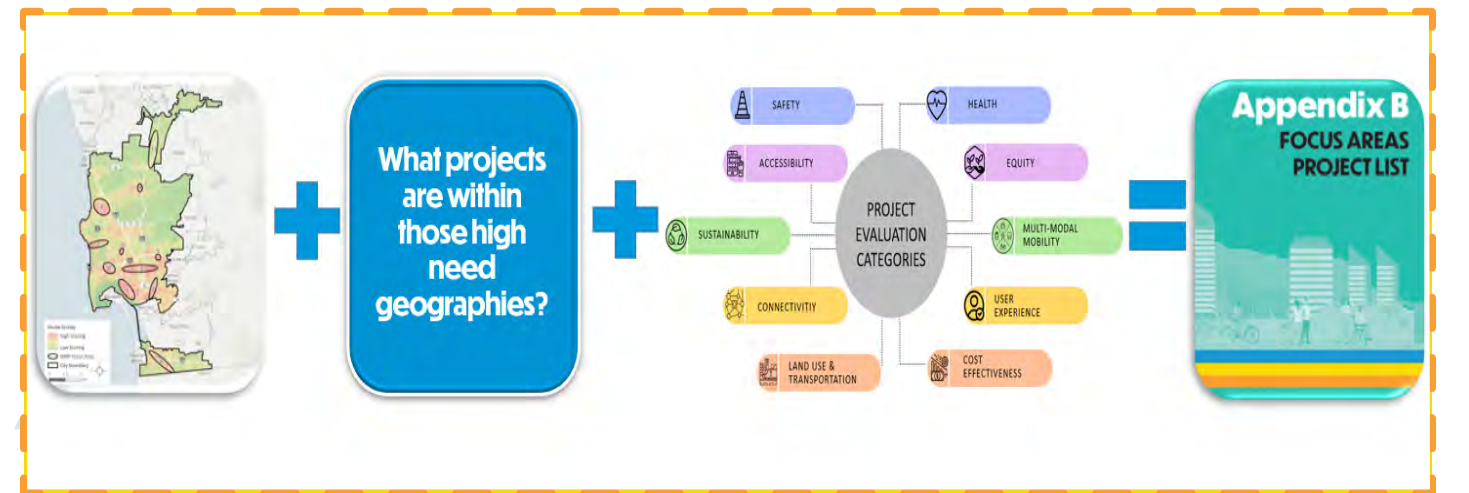
7.1 DEVELOPMENT OF THE PROJECT LIST

The City of San Diego owns and manages a diverse range of mobility assets, including curb ramps, sidewalks, bikeways, streets, traffic control (i.e., signals and roundabouts), and lighting. These assets form the foundation for various mobility projects that aim to enhance accessibility, expand transportation options, and promote sustainable development. Key initiatives include creating pedestrian-friendly public spaces, developing comprehensive cycling infrastructure, expanding access to public transit, and transforming roadways into multimodal corridors. Projects focused on enhancing or creating mobility assets are essential to maintaining and improving the City's transportation network.

Over the past several decades, the City has developed numerous transportation studies and plans, identifying a broad spectrum of capital mobility projects. These efforts have focused on building new infrastructure and upgrading existing assets to meet current needs and support future growth. The Mobility Master Plan plays a key role in helping implement these projects, serving as a central resource for tracking and advancing mobility initiatives across various planning efforts. It establishes a robust prioritization framework, allowing the City to evaluate mobility projects based on their potential benefits and alignment with broader City goals, particularly in terms of sustainability, equity, and safety.

At its core, the Plan is a tool to help bring projects and programs to fruition, as demonstrated by the development of the Mobility Master Plan project list. In creating this list, efforts were made to consolidate and prioritize projects from various existing plans, with a focus on those located in the Focus Areas discussed in Chapter 6. The resulting list provided in Appendix B highlights the highest-priority improvements in areas with the greatest mobility needs. The process of developing this project list is detailed in the following subsections and illustrated in the infographic in Figure 7-1.

FIGURE 7-1: Development of the Mobility Master Plan's Focus Area Project List



7.1.1 IDENTIFYING PROJECT SOURCES

The Mobility Master Plan's project portfolio is primarily sourced from long-term initiatives, such as citywide and community-specific plans, which require extensive planning, funding, and programming. As a result, project implementation often spans several years or even decades. These long-range initiatives consider land use changes, growth, technological advancements, and evolving needs, making them vital for shaping the City's future mobility landscape. This iteration of the Mobility Master Plan project list draws from the sources described below.

REGIONAL PLAN

The Regional Plan, developed and updated by SANDAG, outlines the long-term vision for transportation infrastructure in the San Diego region, as discussed in Section 3.4. The Plan focuses on enhancing transportation options, particularly transit, while supporting a healthy environment and promoting economic growth. Projects from the 2021 Regional Plan, the current adopted version, incorporated into the Mobility Master Plan project list include new investments and expansions in Rapid Bus (i.e., Transit Leap), trolley light rail, and commuter rail services, as well as the establishment of mobility hubs in locations that overlap with the Focus Areas.

COMMUNITY PLANS

Community plans are integral to the City's General Plan, guiding development and public improvements at the community level over the next 30 years, as described in Section 3.2.2. The City's long-range mobility planning is largely embedded within the Community Plan Update process, which identifies projects that will shape the future mobility network needed to support each community. Projects from these plans that promote non-auto modes of transportation, expand mobility options, and are located within or crossing through the Focus Areas are included in the project list. These projects include enhanced pedestrian crossing treatments, ADA-compliant curb ramps, upgraded bikeways, transit priority measures, traffic calming measures, and new traffic control systems.

SPECIFIC PLANS

A Specific Plan focuses on a smaller geographic area, such as a roadway corridor, examining its characteristics, context, and projected needs. It recommends targeted improvements to address existing mobility challenges, meet future demands, and promote alternative transportation modes. The Balboa Avenue Station Area Specific Plan, the only currently adopted specific plan within a Mobility Master Plan Focus Area, guides transit-oriented development and multimodal improvements around the Balboa Avenue Trolley Station. Projects from this plan that have been folded into the Mobility Master Plan project list, include public spaces, enhanced pedestrian treatments, separated bicycle facilities, and roadway improvements to enhance safety for active transportation users.

BICYCLE MASTER PLAN

The Bicycle Master Plan (BMP) aims to create a connected network of protected bike lanes and neighborhood bikeways, making cycling a practical and convenient option for a wide range of San Diegans, regardless of their riding purpose or skill level. It identifies recommendations to address current and future bicycle demand, as well as barriers to cyclist mobility. Projects from the BMP incorporated into the Mobility Master Plan project list include new bikeways, upgrades to higher-class bicycle facilities, and complementary improvements to intersections and roadway segments. It's important to note that modal plans like the BMP are updated every five to ten years to ensure alignment with evolving city goals and community needs. The latest BMP update, initiated in 2024, will refresh the 2013 plan and update the bicycle facility recommendations citywide, which will then feedback into the next iteration of the Mobility Master Plan.

BUILD BETTER SAN DIEGO

The Build Better San Diego initiative updates the City's Development Impact Fee (DIF) structure to streamline public investments and further equitable policies, with an emphasis on prioritizing infrastructure investments in neighborhoods with the greatest needs. As part of this effort, the projects from adopted modal and community-specific plans, which support future development, are used to determine the Mobility DIF. This ensures developers contribute their fair share toward transportation infrastructure that enhances mobility to and from their developments. The latest Build Better San Diego project list was reviewed for its inventory of missing sidewalks along roadways that provide key community connections or have regional significance. Missing sidewalks within the Focus Areas were then converted into sidewalk projects for inclusion in the Mobility Master Plan project list.

7.1.2 DETERMINING PROJECT EVALUATION CRITERIA

The Mobility Master Plan applies a rigorous set of evaluation criteria to score and rank projects within the Focus Areas. These criteria serve as a valuable tool for prioritizing projects amid limited funding and the City's capacity to program and construct them. The Plan establishes a robust methodology for prioritizing mobility projects in San Diego, potentially guiding their implementation in the near- or long-term as opportunities arise. Developed from the goals and objectives in Chapter 5 and informed by community input on mobility needs and expectations, the prioritization criteria address factors such as safety, health and access, sustainability, equity, connectivity and user experience, the relationship between land use and transportation, and cost-effectiveness. Appendix A provides the full set of criteria, along with explanations of each factor's scoring metrics and rationale. These criteria may be refined over time to adapt to evolving conditions.

7.1.3 EVALUATING AND EXPANDING PROJECTS

The mobility projects were assessed using the evaluation criteria which resulted in the prioritized list of projects located within the Mobility Master Plan Focus Areas (Appendix B). Moving forward, new projects can be added to this list and organized into a project database, where they will be evaluated using the prioritization process detailed in Appendix A and mapped onto a mobility data viewer. Future Mobility Master Plans may expand the project list to include all planned mobility projects across the City using updated criteria to assess connections to Focus Areas, rather than limiting the selection to projects within the Focus Areas, as was done in this initial plan.



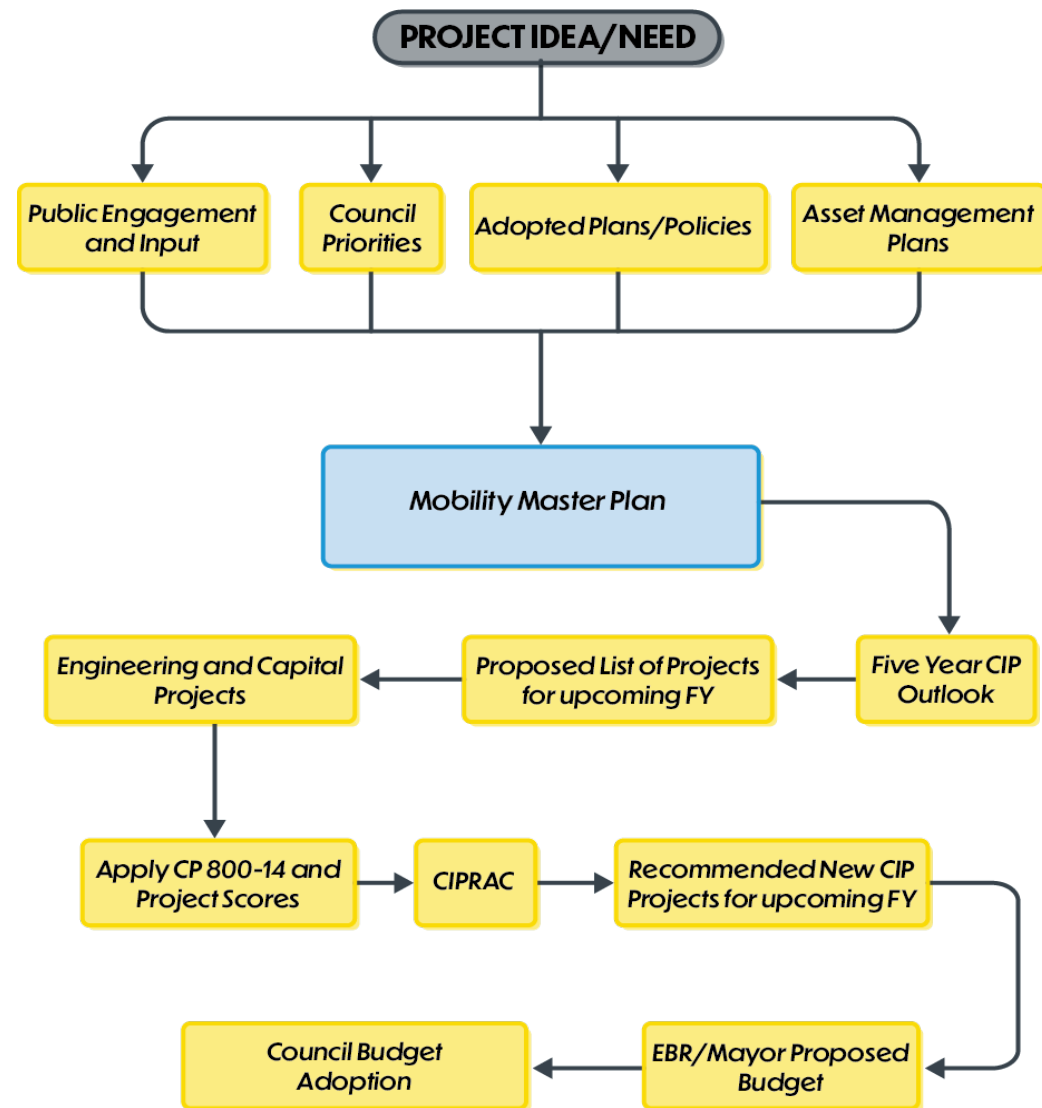
Construction of the 5th Street Bikeway in Downtown San Diego

7.2 OVERVIEW OF THE PROJECT PROCESS

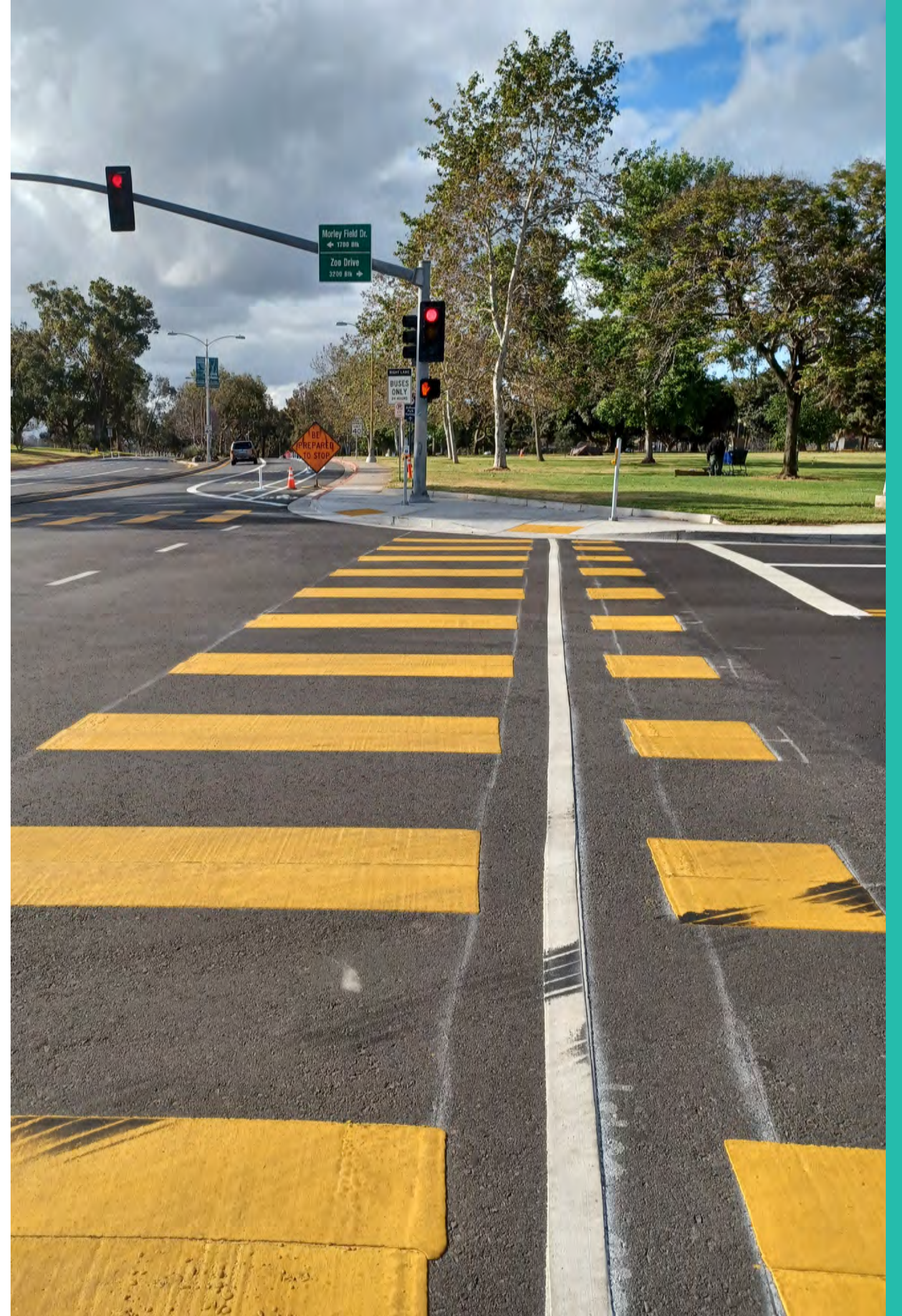
In addition to creating a specific project list, the Mobility Master Plan outlines the steps involved in the lifecycle of projects, from initiation to implementation. As illustrated in Figure 7-2, the Plan will be integrated into the project process, helping to initially prioritize planned projects that bring the City closer to achieving its mobility vision, as set forth in the General Plan Mobility Element, and meeting other targets and goals. By prioritizing mobility projects, the Plan identifies projects that can be incorporated into larger investments in the public right-of-way or can be developed, funded, and implemented as stand-alone improvements in the near- and mid-term activities in the Capital Improvement Program.

This chapter further details the implementation strategies that will guide projects from concept to completion, both now and as the Mobility Master Plan becomes fully integrated into the City's project planning and development framework. By doing so, the Plan provides pathways for advancing mobility initiatives that address the City's evolving needs.

FIGURE 7-2: Mobility Project Process with Mobility Master Plan Integration



CIP = Capital Improvements Program FY = Fiscal Year CIPRAC = Capital Improvements Program Review and Advisory Committee
 CP 800-14 = Council Policy 800-14 Prioritizing Capital Improvement Program Projects EBR = Executive Budget Review



KEY PLAYERS IN MOBILITY

The City of SAN DIEGO Departments



City Planning

City Planning is responsible for land use planning, as well as oversees the master planning of transportation infrastructure. It leads the City's Climate Action Plan, coordinating across departments and the region to implement equitable and innovative climate solutions. The department also develops policies and regulations to accelerate housing production, promote sustainable mobility, protect the environment, enhance public spaces, and advance social equity. Additionally, it facilitates public engagement to gather community input on planning initiatives.



Transportation

Transportation oversees and performs the maintenance and rehabilitation of the City's streets, sidewalks, streetlights, traffic signals, street signs, pavement markings, curb ramps, bikeways, trees, and other traffic control and safety devices; coordinates work in the public right-of-way; and manages the curb space, parking, and shared mobility programs, the Utilities Undergrounding Program, and the Urban Forestry Program. The department also conducts real-time monitoring and management of traffic operations.



Engineering & Capital Projects

Engineering and Capital Projects provides engineering services, including technical and operational support, ADA compliance, design, and construction management of large capital projects in the Capital Improvements Program. Additionally, the department provides oversight of the prioritization and development of public infrastructure and facilities, including bikeways, streetlights, traffic signals, sidewalk and street improvements, and other transportation projects.



Development Services

Development Services provides review, permit, inspection, and code enforcement services for private and public development projects throughout the City. The department reviews and monitors land development activity to ensure compliance with all applicable regulations. The department also guides growth and development to support the City's overall mobility vision by encouraging private investment in mobility and traffic mitigation efforts.

Given the size of the City, the mobility project development process is a multifaceted, interdepartmental responsibility. Four key departments play a primary role in the planning, programming, implementation, operation, and management of mobility projects citywide: City Planning, Transportation, Engineering and Capital Projects, and Development Services. The responsibilities of these departments are described in Figure 7-3.

Other City departments that play supporting roles in mobility projects include Stormwater, which integrates Green Street features into street designs, General Services, which plans for electric vehicle infrastructure, and Parks and Recreation, which oversees park roads and multi-use trails. Additionally, Economic Development's Cultural Affairs division coordinates art installations in the public right-of-way, while the Department of Finance develops and monitors the CIP Budget for transportation infrastructure.

Overall, City departments coordinate and collaborate to build a common mobility vision and ensure the effective integration and efficient execution of mobility projects, resulting in a functional and viable transportation network throughout the City.

FIGURE 7-3: Departmental Responsibilities in Mobility

COLLABORATING PARTNERS



Role: As the metropolitan planning organization, the San Diego Association of Governments plays crucial roles in regional and transit planning, policy development, goods movement, clean energy initiatives, funding allocation, and demographic data analysis.

Responsibilities: Develops the Regional Plan and the Regional Transportation Improvement Program, administers transportation grant funds, collects and analyzes data on population growth, travel patterns, employment and housing, and oversees infrastructure projects with regional significance, such as highway expansions, regional transit developments, and rail improvements.

Collaboration: The City of San Diego and SANDAG hold meetings to discuss projects and coordinate efforts. SANDAG works with the City to align regional plans with local initiatives, secure funds, and apply for grants. Additionally, SANDAG provides demographic and transportation data and offers technical assistance, including modeling and forecasting, to support the City's planning efforts.





Role: The California Department of Transportation plays a critical role in statewide planning, development, and management of the state highway system. Caltrans District 11, serving San Diego and Imperial Counties, is pivotal in maintaining and enhancing the region's freeways and bridges.

Responsibilities: Develops the State's Transportation Plan, manages traffic flow on state highways, coordinates responses to traffic incidents and emergencies, implements safety improvements on state highways, manages the allocation of state and federal funds, and administers grant programs to support local projects.

Collaboration: The City of San Diego and Caltrans hold regular meetings to align projects and plans. Caltrans partners on initiatives to reduce GHG emissions and promote alternative modes. They work together to optimize traffic flow, manage incidents, and improve road safety. Additionally, the Caltrans Performance Measurement System provides VMT and vehicle hours of delay data.





Role: The Metropolitan Transit System plays a crucial role in providing bus, bus rapid, and trolley services in the San Diego metropolitan area. It also offers paratransit services for individuals with disabilities. MTS coordinates all its services and determines the routing, stops, frequencies, and hours of operation.

Responsibilities: Plans and develops transit infrastructure; maintains and operates its fleet; implements safety and security measures to protect passengers, staff, and transit infrastructure; manages its budget and engages with the community to gather input and address transit needs.

Collaboration: The City of San Diego and MTS coordinate on the planning and development of transit routes and infrastructure and transit priority measures along City right-of-way. They work together to optimize service, promote transit use, and maintain access to transit facilities. They participate in regional planning to support public transportation growth.





Role: The North County Transit District plays a vital role in providing public transit in North San Diego County. NCTD operates an extensive network of BREEZE bus routes, the COASTER commuter rail, and the SPRINTER light rail. Additionally, NCTD offers LIFT paratransit services for individuals with disabilities and on-demand buses (FLEX).

Responsibilities: Plans and develops transit infrastructure; maintains and operates its fleet; implements safety and security measures to protect passengers, staff, and transit infrastructure; manages its budget and engages with the North County communities to gather input and address their transit needs.

Collaboration: The City of San Diego and NCTD collaborate primarily on seamless regional transportation services. This collaboration involves integrating bus, rail, and paratransit services, coordinating operational strategies, and jointly pursuing funding for infrastructure improvements and service expansions.



The City also collaborates with local, regional, state, and federal partners to implement specific mobility plans, projects, and strategies. At the federal level, agencies like the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) administer significant funding for local transportation projects through grants and programs. The California Department of Transportation (Caltrans) District 11 is responsible for maintaining and improving state highways and bridges in San Diego and Imperial counties. Within the region, San Diego Association of Governments (SANDAG) is not only responsible for transit planning and implementation, but also develops long-range regional transportation plans. Public transit operations within the City are primarily provided by the Metropolitan Transit System (MTS) but the North County Transit District (NCTD) operates both commuter rail and local bus service at several key transit stations and bus stops within City boundaries.

Figure 7-4 provides a summary of some of the City's agency partners.



PROJECT HIGHLIGHT

The 11-mile Mid-Coast Trolley extension, opened in 2021, expanded the UC San Diego Blue Line from Downtown San Diego to the University community. This project highlights the collaboration between SANDAG, the City of San Diego, Caltrans, MTS, UC San Diego, and other agencies, working together to advance more equitable, sustainable, and efficient transportation in the region.

FIGURE 7-4: Roles and Responsibilities of Agency Partners in Mobility

7.3 PROJECT PROGRAMMING

Project programming for infrastructure involves planning, prioritizing, and scheduling specific projects within a city's long-term budget framework, typically outlined in the Capital Improvement Program (CIP). The CIP plays a vital role in enhancing the quality of life in a city by improving the physical structures, systems, and facilities that serve the community. CIP projects are generally large and expensive, with assets that are built, replaced, or rehabilitated over time to serve the public for decades. Project types may include improving, expanding, replacing, or widening existing city infrastructure, or may result in creating entirely new assets.

The process starts by identifying infrastructure needs—whether for mobility systems, utilities, parks, or other public facilities—and then prioritizing projects based on factors such as asset condition, environmental impacts, equity considerations, and safety. Projects are further evaluated on how they will be funded, designed, environmentally cleared, and implemented over a multi-year period. Project programming is a strategic process, as capital needs and projects often exceed available funding and city capacity to address them all. Ultimately, the CIP ensures that the most critical infrastructure investments are advanced in the process, phased, and executed efficiently - aligning city resources with community needs and safety, sustainability, and equity goals.

Like many other cities, San Diego's CIP is a multi-year capital improvement program that forecasts capital infrastructure needs and is updated annually. The program schedules improvements for five years in the future to fit the City's projected fiscal capability and is outlined in the 5-Year Capital Infrastructure Planning Outlook or CIP Outlook. This document reflects the plans to construct certain public facilities in line with the City's goals and objectives.

Most mobility needs and projects identified in San Diego are eventually programmed and implemented through the CIP process. The CIP annually allocates funds to various mobility projects, including pedestrian and bicycle facilities, safety enhancements, traffic control measures, and other roadway improvements. The CIP not only funds projects for new multimodal facilities, but also allocates resources for the maintenance and repair of existing roadways and signal systems, which is essential for maintaining the long-term functionality of the City's transportation network. By effectively programming mobility projects through the CIP, the City can strategically address current and future transportation challenges, enhance connectivity, and support sustainable growth.

Figure 7-5 summarizes the City of San Diego's complex CIP process and how an infrastructure need becomes a CIP project and ultimately a capital asset, as well as the departments and stakeholders involved.



City crews constructing a center median.

HOW DO CITY OF SAN DIEGO DEPARTMENTS COORDINATE AMONGST EACH OTHER ON MOBILITY PROJECTS FOR THE CIP?

The process for developing mobility projects in the City is generally decentralized, with each department playing a specific role in identifying and implementing needed projects. For instance, the City Planning Department coordinates with the Transportation Department, the Asset Managing Department (AMD) for mobility assets, to integrate planned mobility projects into operations and maintenance (O&M) and capital improvement efforts. In the current environment, where infrastructure needs exceed available funding, the Transportation Department prioritizes capital mobility projects using the factors provided in Council Policy 800-14 and submits funding requests to the Department of Finance.

These proposed projects are then reviewed by the City's Capital Improvements Program Review and Advisory Committee (CIPRAC), a group of senior-level officials from various City departments responsible for the CIP. CIPRAC evaluates projects and priority rankings submitted not only by Transportation, but all AMDs, and makes project recommendations to the mayor for inclusion in the CIP budget, revised CIP Outlook, and proposed list of projects for the upcoming fiscal year. Once the City Council adopts the CIP budget and a project is included, the Engineering & Capital Projects (E&CP) Department takes on the central role of implementing and managing the majority of CIP projects.

WHAT HAPPENS TO MOBILITY PROJECTS THAT DO NOT MAKE IT INTO THE CIP BUDGET?

Not all desirable projects can be funded annually through the budgeting process or through the CIP Outlook due to limited funds. However, Asset Management Departments keep track of their unfunded needs, and any feasible project not selected for implementation remains in a backlog of deferred projects. For unfunded mobility projects, they are placed in Transportation's unfunded needs list to be considered when future funds are available. The City Planning Department also looks into opportunities to help facilitate further development and advancement of these deferred projects through grant funding, collaboration with other agencies, public-private partnerships, or through pilot or demonstration projects.

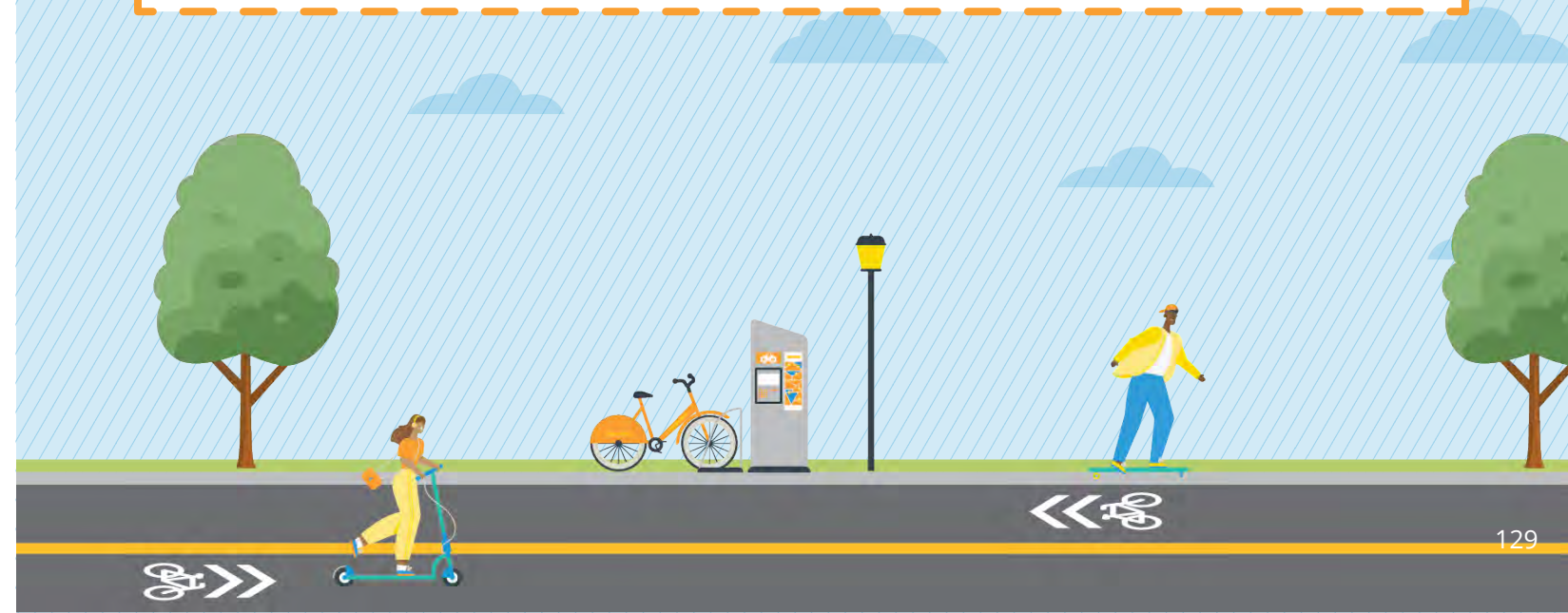
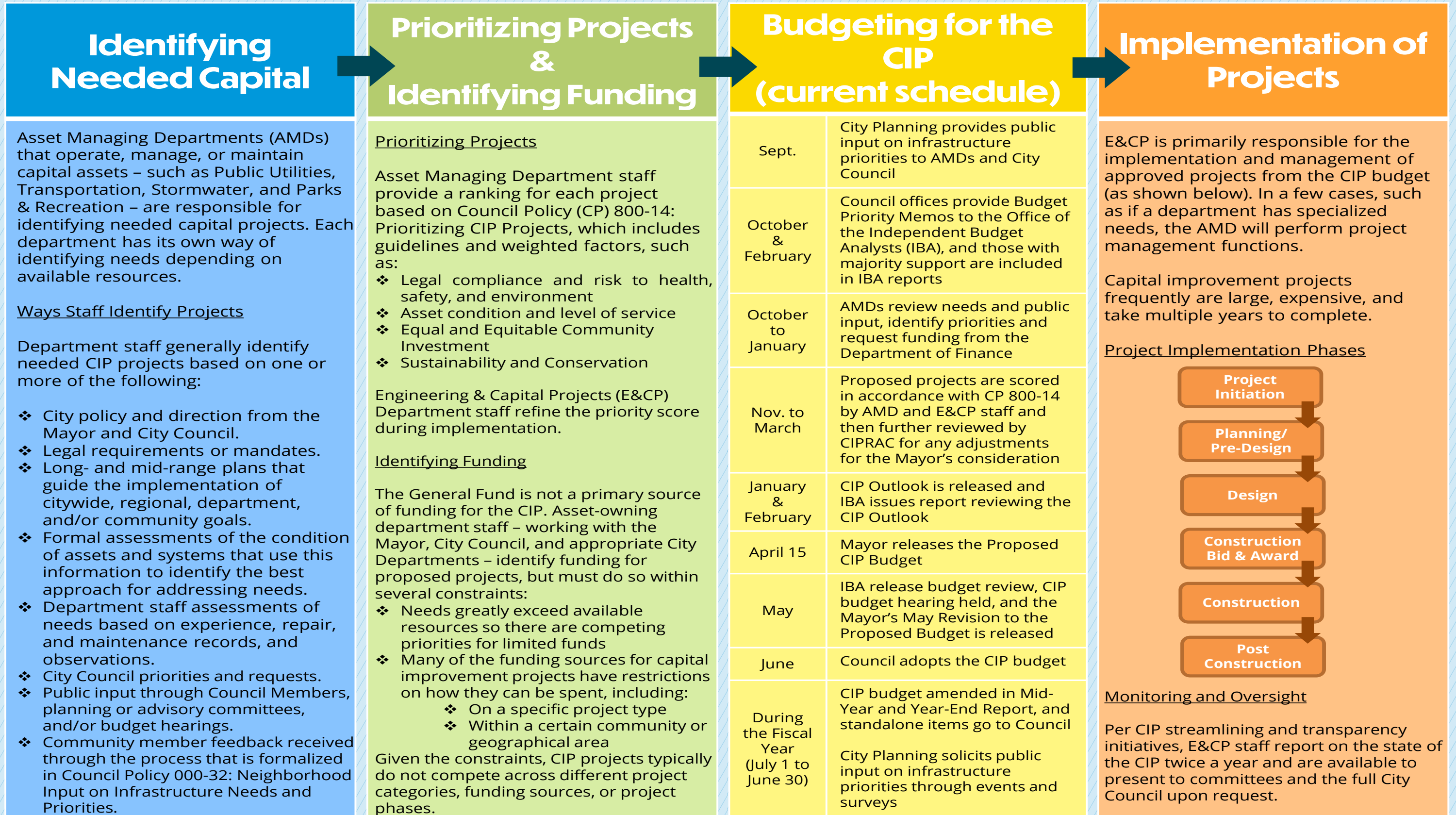


FIGURE 7-5: City of San Diego's Capital Improvement Program Process



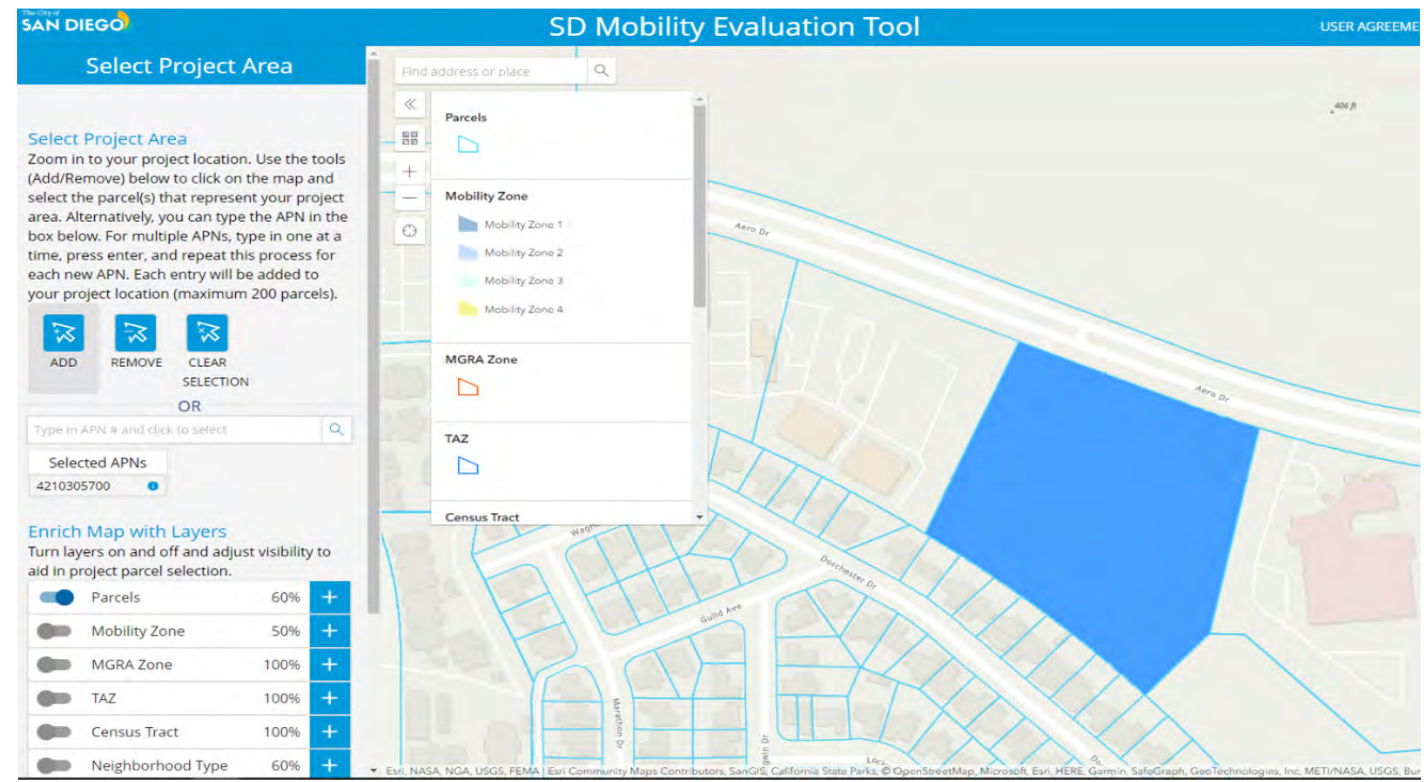
7.4 OTHER PROJECT IMPLEMENTATION PROCESSES

In addition to the typical project pathway from ideation to implementation outlined in this chapter, there are other pathways for implementing projects, which are shared in this section. These alternative pathways are based on how private developments happen and include mobility improvements associated with those developments, how other partners/agencies develop mobility projects within the City's right-of-way, and how other districts or independent entities pursue mobility improvements for their own purposes.

7.4.1 MOBILITY IMPROVEMENTS THROUGH PRIVATE DEVELOPMENT

Mobility improvements can be implemented as part of private development projects. The City's Development Services Department (DSD) reviews and approves private development projects and ensures compliance with all applicable regulations and consistency with adopted plans. Developers typically construct, pay fair share contributions, and/or development impact fees (DIFs) toward planned mobility improvements along their project frontage, as identified in adopted plans such as a Community Plan and the Bicycle Master Plan. For projects that fall within a Community Plan Implementation Overlay Zone, there are supplemental development regulations that are tailored to specific sites, at times including mobility improvements like multi-use pathways.

Additionally, DSD ensures compliance with ordinances such as Complete Communities: Mobility Choices Regulations, which include Vehicle Miles Traveled (VMT) reduction measures and identify developments that are subject to the Active Transportation In-Lieu Fee. To help developers comply with Mobility Choices, the City has developed a Mobility Evaluation Tool. The Mobility Evaluation Tool provides developers with a simple way to: track their project's compliance with the Complete Communities: Mobility Choices regulations; and calculate their project's potential VMT reductions achieved by implementing travel demand management measures such as reducing parking supply, providing transit subsidies, or implementing carpooling programs.



SD Mobility Evaluation Tool Dashboard

HOW CAN THE MOBILITY MASTER PLAN BE INCORPORATED INTO THE CITY'S EXISTING APPROACH TO PRIORITIZING, PROGRAMMING, AND DELIVERING MOBILITY PROJECTS?

The Mobility Master Plan will play a key role in the "Identifying Needed Capital" and "Prioritizing Projects & Identifying Funding" steps outlined in Figure 7-5. As discussed in Sections 7.1 and 7.2, the plan's project list, developed through a data-driven methodology, focuses on projects located in areas of the City with the greatest mobility needs. Additionally, the Plan's initial prioritization criteria had the foresight to use factors aligned with City goals such as safety, sustainability, and equity, making it a valuable resource for the Transportation Department and other asset managing departments.

With prioritized projects from the Mobility Master Plan, the Transportation Department has a starting point to evaluate potential projects for the CIP annual budget and 5-Year CIP Outlook. This review considers project priority, readiness, and resource availability, including available staff resources and funding. Scores from the Mobility Master Plan can help inform which projects are considered depending on the available budget for the CIP. The Transportation Department can then utilize Council Policy 800-14 to further validate the project scores and rankings.

The Mobility Master Plan can also be leveraged to identify opportunities for "project bundling," where mobility projects are packaged with other efforts to maximize resource efficiency and take advantage of funding and implementation opportunities. For example, the City's Pavement Master Plan, described in Section 3.2.5, provides an estimated schedule for planned resurfacing work over the next five years. This schedule can complement the Mobility Master Plan by helping identify opportunities to bundle capital investment projects. Aligning the timelines of planned resurfacing work with mobility projects outlined in Appendix B would enhance coordination and optimize the use of available resources.



7.4.2 PARTNER AGENCY COLLABORATION

Another way that projects can be implemented within the City includes projects developed through funds received by partner agencies (e.g., SANDAG, Caltrans, MTS, Port of San Diego, etc.). In some cases, these include partnership agreements directly with the City where the City helps facilitate the development or improvement. In other cases, partners work separately with the Development Services Department to permit and construct the project. Grants can be an effective tool to bring more mobility improvements to the City in the form of both capital investment, operational funds, and pilot projects.

7.4.3 COMMUNITY PARKING DISTRICT PROJECT IMPLEMENTATION

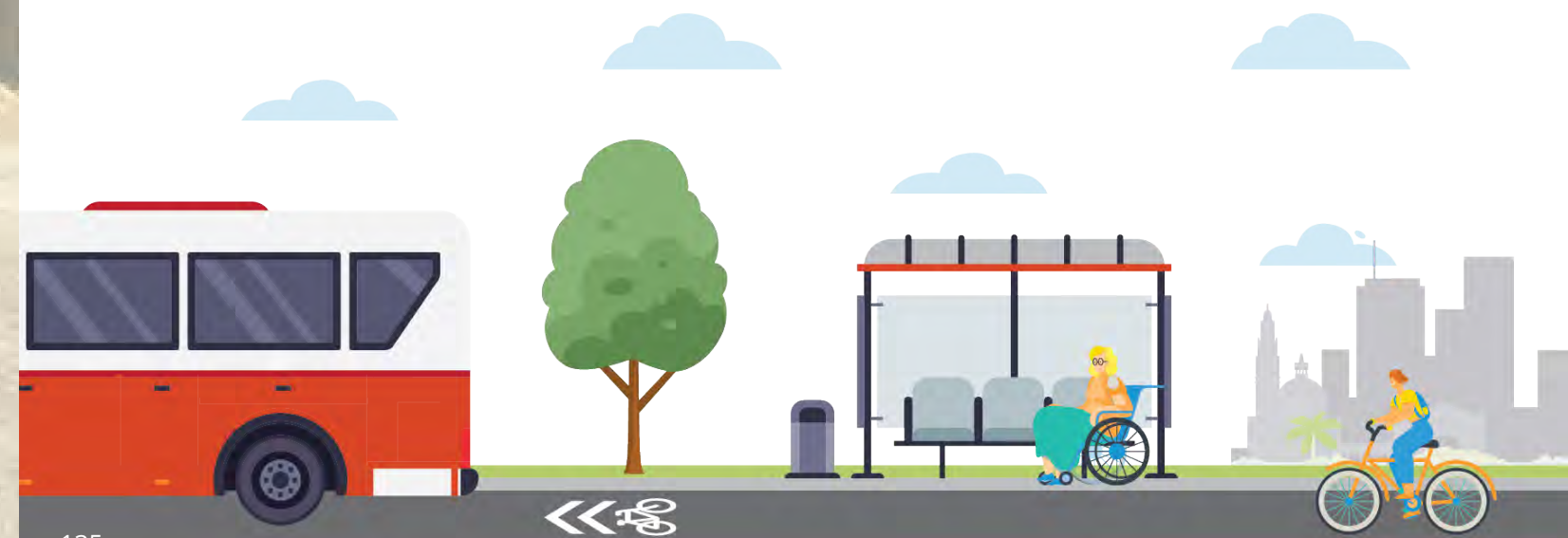
Community Parking Districts (CPDs) offer another avenue for developing mobility improvements in specific areas of the City. Established by City Council, CPDs provide a mechanism for communities to create and implement neighborhood-specific strategies that address local needs and parking impacts. They also offer opportunities to fund neighborhood enhancing projects that promote alternative transportation options to reduce parking demand. These projects, such as community shuttles and bike and pedestrian amenities, are often funded through parking meter revenue. There are seven active CPDs in the City of San Diego: Downtown, Uptown, Mid-City, Old Town, Pacific Beach, Kearny Mesa, and San Ysidro.

7.4.4 MAINTENANCE AND OPERATIONS PROJECTS

The Transportation Department oversees the maintenance and operations of City streets and sidewalks. In recent years, Transportation has coordinated with others to implement active transportation projects during roadway resurfacing and repair, using these opportunities as a cost-effective way to enhance mobility and safety for all modes of transportation. This includes adding striping for separated bikeways, improving crosswalks, installing ADA-compliant curb ramps, and the implementing new signage and flexible bollards.

7.4.5 MOBILITY IMPROVEMENTS THROUGH OTHER DISTRICT PROCESSES

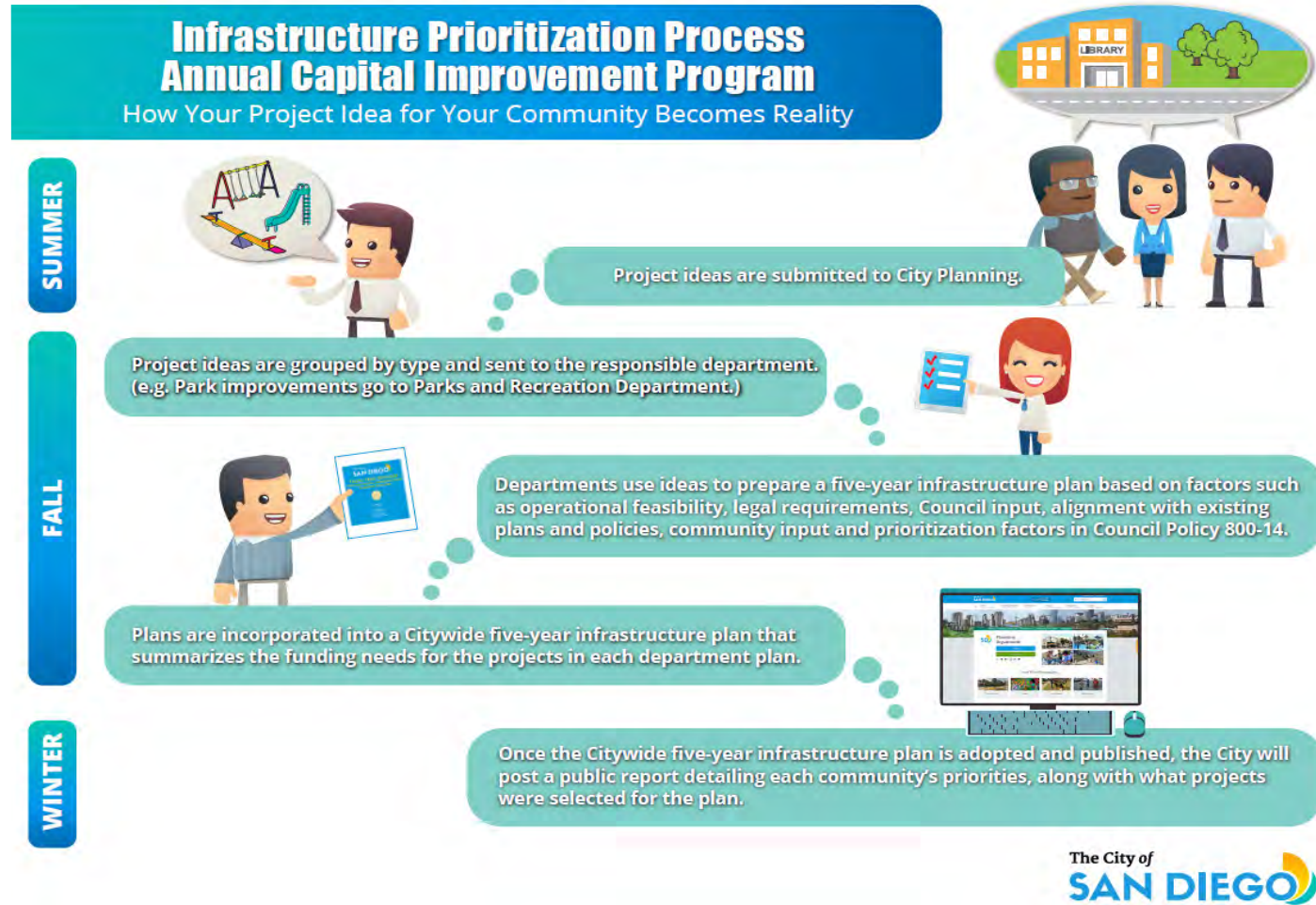
Projects can also be implemented through other districts, such as Maintenance Assessment Districts (MADs) or Business Improvement Districts (BIDs). MADs are formed when property owners within specified boundaries vote to establish an assessment on their property tax bill to fund community improvements. BIDs, on the other hand, are City-designated geographic-based areas where the business owners are assessed annually to fund activities and improvements to promote their business districts. Both MADs and BIDs can fund mobility improvements within their districts if desired which can include but are not limited to median or urban parkway landscaping and pedestrian signage.



7.4 PUBLIC INPUT ON PROJECTS AND NEEDS

Since the City's infrastructure ultimately serves the public, community input is key to the success of the Capital Improvement Program. Similarly, public feedback on mobility needs and projects helps the City understand local priorities and desired service levels for transportation infrastructure. Community members possess valuable, local knowledge, including anecdotal, historical, and cultural insights, so their meaningful input can enhance project development and decision-making. By fostering active public outreach and participation, the City ensures its projects are not only functional and efficient but also inclusive, reflective of community values, and beneficial to San Diegans.

The graphic on the next page shows how community members can provide mobility-related feedback, while the image below illustrates how their project ideas can become a reality through the infrastructure prioritization process.



Infrastructure prioritization process flowchart used during public engagement.

WAYS COMMUNITY MEMBERS CAN PROVIDE INPUT ON MOBILITY

- » Reach out to your City Councilmember and their Council Office.
- » Stay informed about the work programs for [City Planning](#) and [Transportation](#) by visiting their department websites. Keep an eye out for community input opportunities, including surveys, workshops, and mobile engagements related to citywide initiatives and specific projects.
- » Directly contact Transportation, Development Services, City Planning, or Engineering and Capital Projects staff.
- » Attend meetings or contact representatives from the Mobility Board, Community Planning Groups, recreation committees, and other groups and advisory committees.
- » Provide comments during Council Committee or City Council meetings.
- » Complete the [Infrastructure Priorities Survey](#) online, where any community member can submit a project idea to City Planning. These ideas are grouped by type and sent to the responsible departments and staff. For example, mobility improvements are sent not only to the Transportation Department but also mobility planning staff in City Planning for awareness. Departments could consider completed surveys when developing the 5-Year CIP Outlook, a near-term infrastructure plan, and the CIP Budget. Additionally, information is also provided to Councilmembers and could be considered in their respective Council Budget Priority Memos.
- » Submit a [traffic service request](#) to report an incorrect traffic sign, to request new street striping or curb color painting, and to request a new stop sign, traffic signal, or other traffic safety measure in your community. These requests are monitored and addressed by Transportation Department staff.
- » Report infrastructure issues through the [Get It Done](#) app. The City's Get It Done app allows the public to actively report a variety of public infrastructure issues, including reporting potholes, signs that are knocked down, and existing sidewalk that needs repair. One benefit is that community members don't need to know which department handles issues, and they can use the app to make and track reports.

List of Get It Done Services

Each of the Get It Done services and request options are listed below. Once you select an appropriate option, there may be additional questions that will help guide your report to the appropriate City department for resolution.

- ADA Assisted Collection+
- Additional Trash/Recycle Container
- Container Left Out
- Curb: Damage • Faded Paint • Illegal Painting
- Damaged Guardrail
- Dead Animal
- Dumpster Encroaching on Public Right of Way
- Parking Issue: 72 Hour Violation • Oversized Vehicle Complaints • Parking Zone Violation
- Passport Appointment+
- Pothole
- Replace Damaged Container
- Sidewalk Repair
- Storm Drain: Channel Cleaning • Clogged Storm Drain • Foul Odor • Grate Frame Broken or Missing • Object in Drain
- Storm Water - Illegal Discharge
- Street Flooded
- Street Light: Light on During Day • Light Out
- Street Sweeping
- Traffic Sign: Faded Sign • Knocked Over • Missing Sign • Other

