

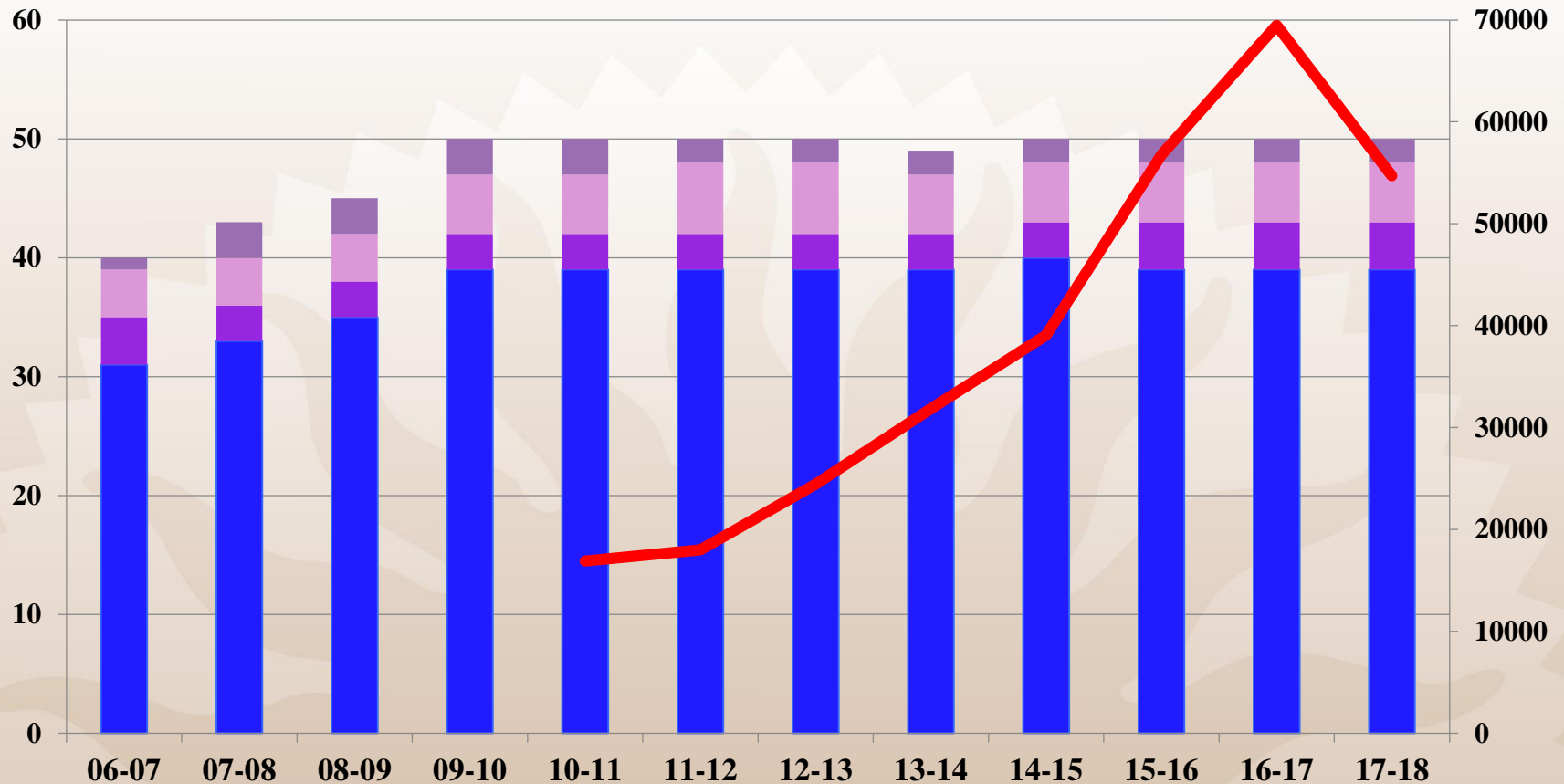
Vehicle Abatement Services Audit



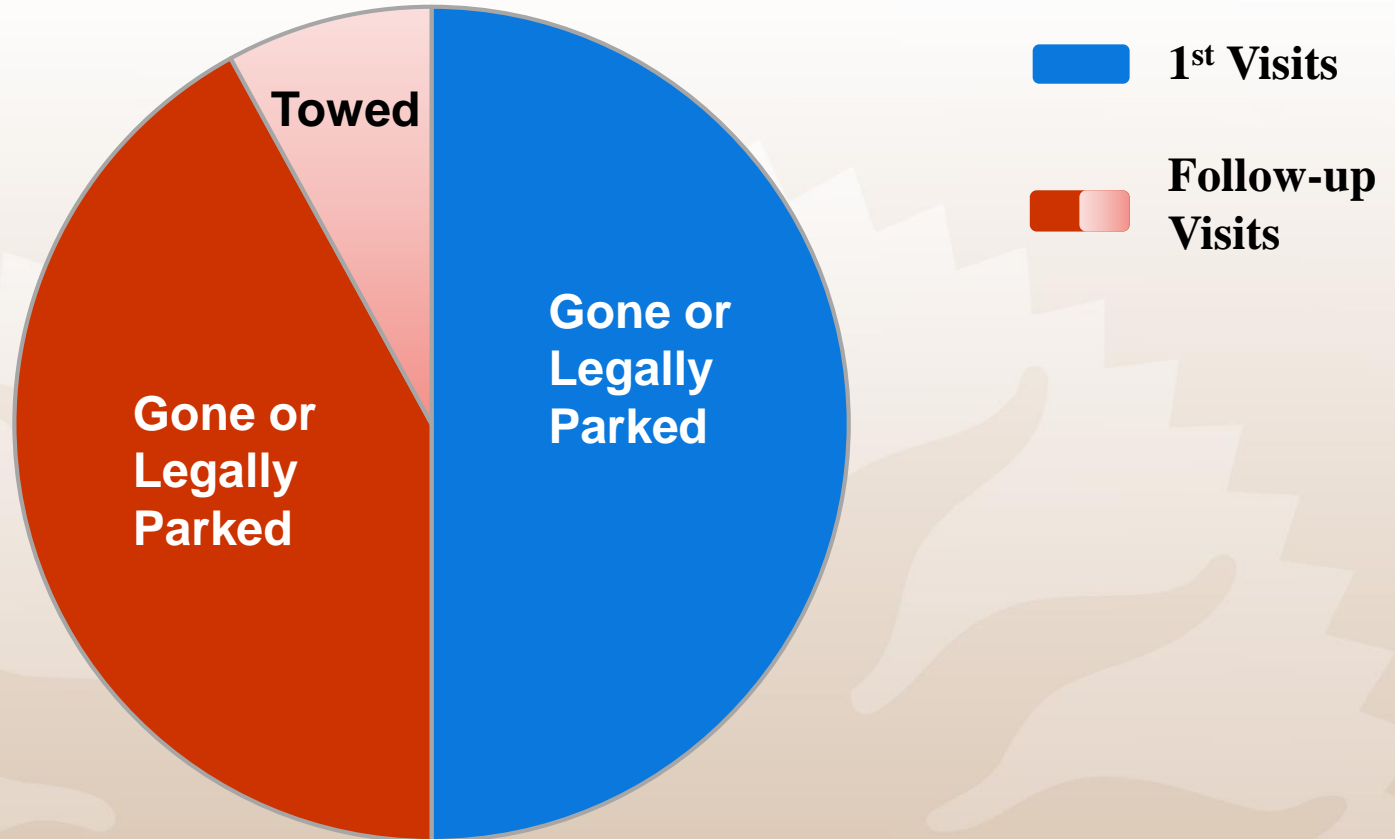
October 2, 2018
Item 6.1

VA Workload Relative to PCU Staffing

■ PTCO ■ PTCO PT ■ Senior PTCO ■ Supervisor — Service Requests



VA Service Activity



Balancing Parking Service Priorities

Greater Downtown

Street Sweeps

22500 Response

School Zones

Sign Checks

Tow Support

Traffic Control

Residential Permits

Vehicle Abatement

Commercial &
Business Districts

**24/7 Parking
Compliance
Program**



VA Service Improvements

- VA activities coordinated with other PCU activities
- Pilot using contract staff
- Unity workflow management system integrated with My San Jose app
- Data analytics supporting resource deployment
- Additional MDT equipment and certified PTCOs

Audit Recommendations

	Recommendation	Green, Yellow, Red	Budget Impacts
1	Establish internal performance targets for VA response times (<i>Agree</i>)	Green	
2	Prioritize timeliness of VA initial visits (<i>Agree</i>)	Yellow	✓
3	Prioritize vehicles that are likely abandoned based on first visit (<i>Conceptually Agree</i>)	Yellow	
4	Establish performance expectations for VA site visits (<i>Conceptually Agree</i>)	Green	
5	Address data synchronization, user interface, customer communication, language access, in <i>My San Jose 2.0</i> (<i>Generally Agree</i>)	Green & Yellow	✓
6	Develop alternate service request category for “abandoned vehicles” in <i>My San Jose</i> (<i>Conceptually Agree</i>)	Yellow	

Audit Recommendations

	Recommendation	Green, Yellow, Red	Budget Impacts
7	Revise text of 72-hour VA warning notice <i>(Agree)</i>	Green	
8	Include tow hearing process on DOT and PD websites <i>(Agree)</i>	Green	
9	Include Private Property VA program information on VA website and <i>My San Jose</i> FAQs <i>(Agree)</i>	Green	
10	Refer inhabited vehicle cases to Housing outreach teams after first VA vehicle visit <i>(Agree)</i>	Green	
11	Establish a Safe Parking Program for overnight parking <i>(Conceptually Agree)</i>	Green	✓
12	Adjust vehicle impound release fee & consider subsidized fee for low-income vehicle owners for first time tows <i>(Conceptually Agree)</i>	Yellow	✓

Mayor & Council Recommendations

Recommendation	Administration Response
Prioritize impound cost review & fee adjustment, and reduced fee for low-income residents	Yellow: Staff to review cost & consider fee adjustment for Mid-Year budget and low-income fee reduction for FY 2019-20 budget
Reevaluate a geography-based PTCO deployment model	Yellow: Full geography-based deployment requires additional PTCOs; existing model efficiency-based to best achieve multiple priorities
Modify MySanJose to identify inhabited vehicles and cancel service requests	Yellow: Conceptually agree and will explore technical feasibility and resource capacity as part of version 2.0
Route inhabited vehicle cases directly to Housing's Homeless team	Yellow: Additional homeless outreach resources needed for expedited response; planned changes will improve response
Utilize data analytics to identify locations of towable vehicles	Red: Existing VA request data and analytics approach has identified problematic areas; proactive patrolling requires additional PTCOs

Mayor & Council Recommendations

Recommendation	Administration Response
Develop a policy/process for handling frequently reported vehicles	Yellow: Conceptually agree; previously used method not fully supported by reporting parties/council offices
Develop a policy/process for handling frequent reporters	Yellow: Establishing a reasonable and effective approach extremely challenging; open to suggestions
Provide discretion for PTCOs to tow inoperable and/or abandoned vehicles	Green: Tow criteria for abandoned/stored vehicles established by CVC and SJMC; DOT, PD, CAO to review & ensure appropriate/consistent practice
Prioritize MDT certifications for PTCOs	Implemented: All newly-hired PTCOs required to obtain certification
Contact registered owner via phone upon tagging and marking vehicle	Red: Phone number not available to PTCOs; impractical/significant utilization of PTCOs

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