

Agenda item 6.1 on the 10/2 agenda

[Rich Giammona](#) < >

October 1, 2018, 5:30 PM

I would like the following information be included in public comments for agenda item 6.1 (10/2 agenda).

On August 21, 2018 my van was stolen from my drive way in south San Jose. This occurred between the hours of 10am - 11am. The van was reported stolen to SJPD asap. It was recovered on the night of August 26th. I was notified by SJPD to come to East Williams Street to pick it up. Once I arrived on scene, the CSO asked me questions, ran my license, and went over the van with me. He wanted to make sure if I noticed anything missing. I informed him things looked fine. I was never informed of a parking citation given by the CSO or was one present. The CSO instructed me to wait a moment, he needed to finish inputting info into the system before leaving. Eventually I got the all clear and drove off. No recovery report was given.

Fast forward to September. To my surprise I received a bill from the City of San Jose Parking Enforcement Office that I owed \$60.00 dollars. They informed me that a recovery report was needed. I explained the situation but they stated, "Sir, you could have gotten the car back before parking illegally." They informed me to contact SJPD. I talked to an officer on the phone about the need for a recovery report. Information was given to me that the attending officer should have given me one. I was told by a officer the recovery case number and that should be good enough. Parking Enforcement informed me that was not good enough.

My wife eventually had to take off work to go to SJPD to get the report. She than had to go to Parking Enforcement to show the report and get the fee removed. While at the police station she asked the officer a question.

1. Does parking enforcement have the ability to run plates to see if they are stolen? The officer said, "Yes."
2. My wife shows to parking enforcement and asks, "Do you have technology to run the license plates to see if a car is stolen?" The SJPD says you do and why didn't you run the plate of my van. You would have seen its stolen. We would have gotten our van back two days before. The parking enforcement says, "We don't have that technology and the SJPD is mistaken."
3. Why doesn't the parking enforcement have the ability to scan plates to see if they are stolen? I'm pretty sure they might be able to help recover stolen cars a bit quicker. Another

tool to use in helping people recover their vehicle, and avoiding REALLY unnecessary situations as mine. It would help in regards to a person not having to spend a afternoon from work dealing with this issue.

4. The current system is broken. A person has case #, explains a situation, and is told its not good enough. Instead I'm rudely informed to pay fees by a certain date or get further penalized with increased fee. I'm told, "Sir, we can't use that recovery case number. You need to give us a physical report."

From: P Jackson < >
Date: October 1, 2018 at 4:42:35 PM PDT
To: "Ratana, Christopher" <christopher.ratana@sanjoseca.gov>, "Ramos, Christina M" <christina.m.ramos@sanjoseca.gov>, "Peralez, Raul" <raul.peralez@sanjoseca.gov>, P Jackson < >
Subject: **Can you speak for me in absent is at the council meeting tomorrow by reading this prepared statement.**

After following the PCU as well as being a fully active participant in the mysanjose app identifying, locating, and reporting non compliant vehicles for 39 months, I have seen the worst of SJ City Govt as manifested by the egregious work of the PCU. The PCU is a disgrace to the city, fails its citizens, and is a black eye on the city government of San Jose.

I have come to the inescapable conclusion this department, with no apparent oversight, has woeful management who know nothing about communicating with contributing constituents, who cannot and do not follow the mission statement on the landing pages of SJ City Govt, who poorly manage and train their staff, and who have almost no fundamental understanding of either COMPLETION OR ENFORCEMENT of non cmokiant vehicles. The sheer level of displayed daily incompetence is mind boggling....particularly so given taxpayer dollars support this department. The lack of accountability and responsibility for success is appalling. The performance bar is set so low.....and STILL.....the PCU manages to fall abysmally short. The PCU administration is atrocious and the results speak more loudly than actions or words (very few actually come from the PCU since they seem unable and unwilling to communicate with constituents). Despite offering suggestions for enhanced efficiency and enforcement, my phone calls and emails are met with deafening silence....clearly contrary to the expressed mission statement and manifested with a lack of enforcement and a lack of completion.

As I have repeated to Leland Wilcox--- citizenship carries with it, certain obligations and responsibilities. I am accountable for and have pursued and fulfilled these obligations and responsibilities as a constituent with close to 1000 submitted reports since the mysanjose app went live in April 2017. Further, Citizens who willingly enter into the public sphere take on additional, particular responsibilities. As constituents, we ask these public servants to act with honor and integrity and to do the best by the people they have elected to serve. I contend the PCU management has failed spectacularly and this is evidenced with their daily work.

As Elizabeth Warren noted when she grilled the disgraced CEO of Wells Fargo and so aptly applies to the PCU management---

"At bestlet me repeat....at best....you have all proven to be wholly incompetent. At worst, you are entirely complicit with demonstrated incompetence and a lack of accountability to the constituents of San Jose.

Regards,

P. Jackson

From: Abby Ramirez < >
Sent: Monday, October 1, 2018 8:07 PM
To: City Clerk
Subject: Vehicle abatement

I would like to voice my opinion about the vehicle abatement. I'm speaking of Raleigh Road. Between Charlotte & autumn meadow. I have reported 2 trucks a white & red truck. I get notifications saying that "the people have been educated about moving there trucks & they don't move their & they leave their trucks there for a couple of months. They do not move at least 1/10 of a mile. There are no restrictions posted so they think they can leave their trucks (work trucks). I'm tired of reporting they do not get tickets. Nothing gets better. How come businesses have sighs the day no parking? I am sick of the lack of restrictions for apartments people & people that pay almost a million dollars for a townhouse/ house we can't park on the street because the apartment people take all the parking spaces. I hope San Jose gets it together & does something about parking.

Sent from my iPhone

From: Dianne McCarthy < >
Sent: Monday, October 1, 2018 5:53 PM
To: City Clerk
Subject: Vehicle abatement audit memorandum

I am in Districk 2 Sergio Jimenez is my councilman. I approve the memorandum to take care of abandoned cars to effectively and take care of The cars in a timely manner.

Sent from my iPhone

Dianne McCarthy

From: District1
Sent: Tuesday, October 2, 2018 12:02 PM
To: Ratana, Christopher <christopher.ratana@sanjoseca.gov>
Subject: FW: Vehicle Abatement Audit

From: Mark Womack]
Sent: Tuesday, October 02, 2018 11:07 AM
To: District1 <district1@sanjoseca.gov>
Subject: Re: Vehicle Abatement Audit

Regarding the Vehicle Abatement Audit that is on the agenda for the council meeting of 10/2/2018 as item 6.1, I have an appreciation for the tough job that vehicle abatement has, but they are an important "front line" for the quality of life in many neighborhoods.

I support the Memorandum from Mayor Sam Liccardo, Councilmember Chappie Jones, Councilmember Sergio Jimenez, Councilmember Raul Peralez, and Councilmember Dev Davis. I feel that it strikes the right balance between reevaluating and removing the burdensome fees that are a big issue for San Jose working class families and looking to better utilize the vehicle abatement teams in the city. It is very comprehensive in its approach, and starts to find solutions sooner rather than later. I hope that other councilmembers will also support it.

Mark Womack

District 1

Davide B. Vieira

September 24, 2018

Mayor Sam Liccardo and City Council Members
City of San José
200 East Santa Clara Street
San José, California 95113

Dear Mayor Liccardo and City Council Members:

The Vehicle Abatement Audit is too kind to the department. Allow me to add some of what I've seen on the streets in my Roosevelt Park Neighborhood.

Tow companies won't tow vehicles that aren't worth their time and yard space. I call this "vehicle profiling". If a vehicle is fifteen-years-old and has expired tags, more times than not it stays on the street. It's worthless to a tow company because it won't be claimed by its owner; hence, no fees collected. When a tow truck pulls up to one of these junkers, the operator simply says that they don't have space and moves on to better pickings. Space in the tow yard is precious. Planting a junker on the lot that's worthless at auction only to have to wait a month before fetching \$50 at the crusher is a non-starter for a tow company.

Only 8% of orange-tagged vehicles are towed, yet we have a backlog of 2,300 vehicles clogging our streets. We're now at the point where vehicles with expired tags won't even be considered for towing unless their tags are a year in arrears. The law stipulates that a vehicle with expired tags may be towed after six months and a day. How did we get to this point? Are officers "vehicle profiling" for the tow companies so as not to waste either one's time, leaving the worst of the worst to fester on our streets?

Changing the text on the orange stickers isn't going to fix the problem. Enforcing the laws on the books is a start. Making the process more efficient would be another improvement.. When using My San José to open a service request, why can't I as the creator of the request close the request if the situation is remedied before an officer arrives on the scene days or even weeks later? It's a waste of an officer's time that could be avoided with a change to the application. There must be other such efficiencies in the process that could yield both time and cost savings.

What about tow contracts? There must be a better way to draft these contracts so as to incentivize self-interested tow companies to take vehicles regardless of their dollar value to them. Is there wiggle room in the law that would allow the worst of the worst vehicles to go right to the crusher without stopping at a tow yard? What about a city-owned yard with a city-owned crusher?

How about crowd-sourcing these problems? San José is the Capital of Silicon Valley, after all. Let's pool our collective intelligence, roll up our sleeves and get to work!

Sincerely,

Daide B. Vieira

From: Greg Peck []
Sent: Tuesday, October 02, 2018 12:34 PM
To: The Office of Mayor Sam Liccardo <TheOfficeofMayorSamLiccardo@sanjoseca.gov>; District1 <district1@sanjoseca.gov>; District2 <District2@sanjoseca.gov>; District3 <district3@sanjoseca.gov>; District4 <District4@sanjoseca.gov>; District5 <District5@sanjoseca.gov>; District 6 <district6@sanjoseca.gov>; District7 <District7@sanjoseca.gov>; District8 <district8@sanjoseca.gov>; District9 <district9@sanjoseca.gov>; District 10 <District10@sanjoseca.gov>
Subject: Vehicle Abatement Audit Memorandum - Council Meeting discussion, October 2, 2018

Hello, Honorable Mayor Sam Liccardo and Councilmembers.

I support the recommendations given in the September 30, 2018 Memorandum written and approved by Mayor Sam Liccardo, Councilmember Chappie Jones, Councilmember Sergio Jimenez, Councilmember Raul Perez, and Councilmember Dev Davis.

It appears to make for a more efficient vehicle abatement process. **Efficiency in government is essential always!**

- The geography-based deployment makes much sense for efficiency of work, and eventually gives PTCO's a *good and helpful* long term *familiarity* of the areas to be abated.
- The update to the MySanJose app to allow *instant visibility* of inhabited vehicles and vehicles no longer in question does two things: helps people in honest need, and eliminates wasted time when the vehicle is no longer "there".
- All in all, better time management of City Manager's staff, SJPd and DOT.

Please consider my support above when the Vehicle Abatement Audit discussion takes place in the Council Meeting today.

Thank you,
Greg Peck
District 2 resident