

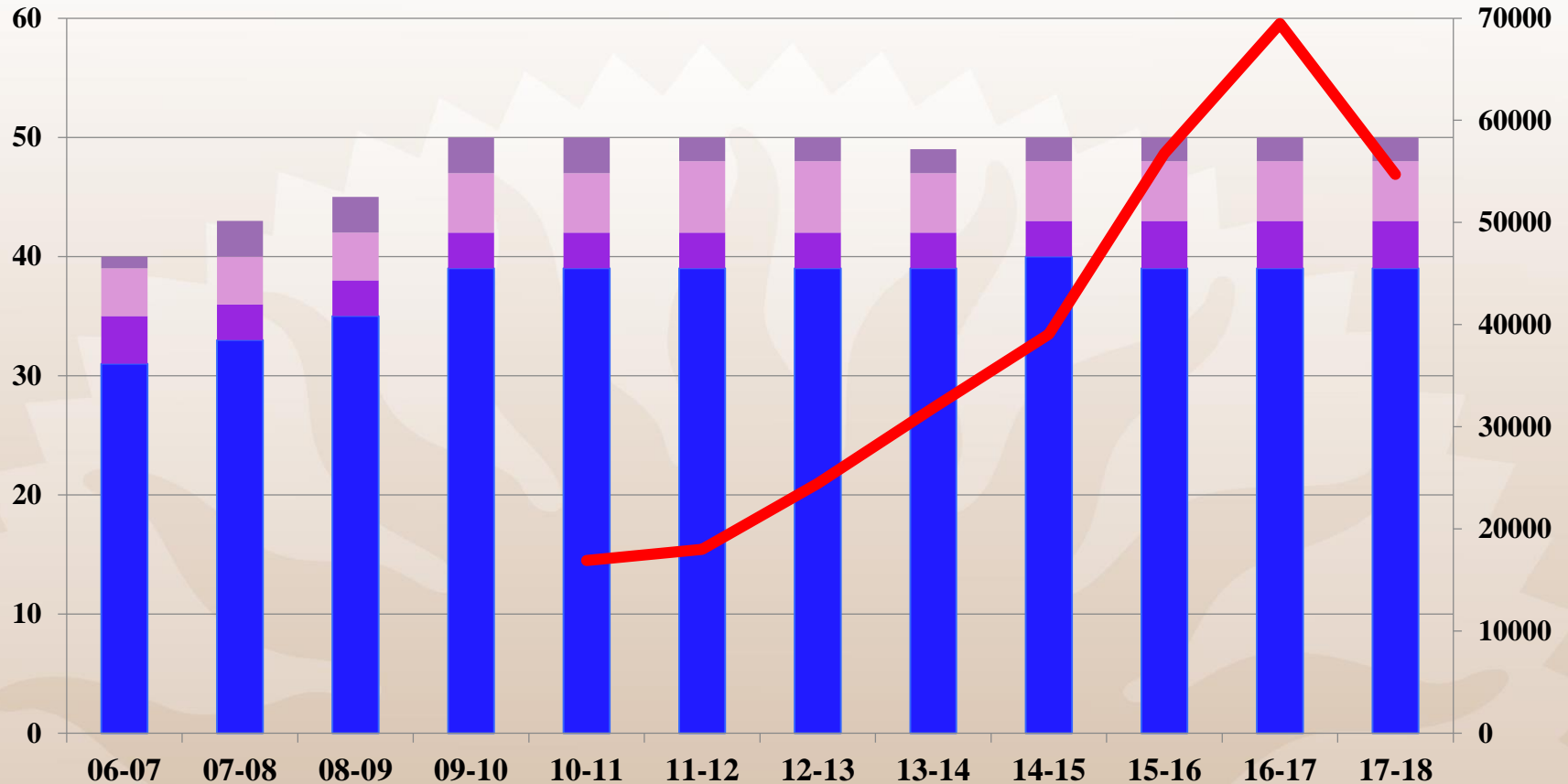
# Vehicle Abatement Services Audit



Transportation & Environment Committee  
September 10, 2018

# 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	✓

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