



Item 5.1 Beautify San José: Vehicle Blight Status Report

City Council | May 16, 2023

KHALED TAWFIK – Chief Information Officer, Information Technology Department

LILY LIM-TSAO – Assistant Director, Department of Transportation

HEATHER HOSHII – Division Head, Information Technology Department

OLYMPIA WILLIAMS – BeautifySJ Division Manager, Parks, Recreation & Neighborhood Services

Vehicle Complaints Are Changing

Reflected in Residents' Requests and Satisfaction with Services

Urbanization

- Neighborhood density → **Increased demand of parking**
- **Increase of lived-in vehicles** parked and impacting city streets

City Services and Laws

- Past narrow focus: abandoned, inoperable, stolen
- Limited legal authority/enforcement options
- Program resourcing- Balancing resources, reactive responses, equitable outcomes, and compassion
- **Siloed departmental responses** and disparate systems
- Minimal interdepartmental coordination

Customer Challenges

- Educating what to expect, laws, timing, neighbor disputes
- **Communication quality and regularity**
- Poor coordination – premature closures and re-routing

Customer Dissatisfaction

- ❑ Poor customer satisfaction **(16%)** with SJ311 Abandoned Vehicle service delivery
- ❑ Frustrated calls to Council District Offices

Contention for Parking Space

San José Registered Vehicles to Driver Ratio



1.53 Million Registered Vehicles



~656,000 Licensed Drivers

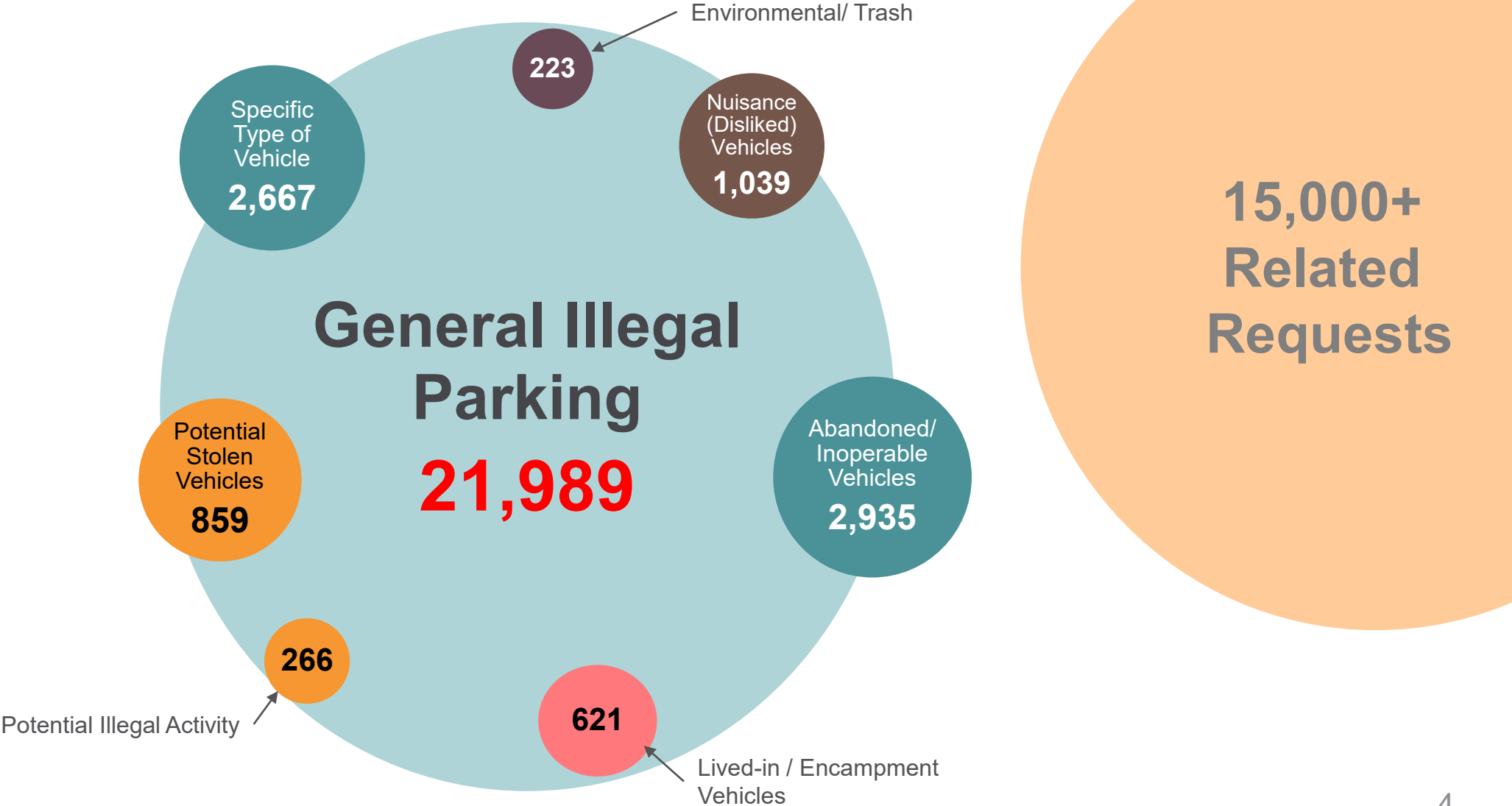


321,000 Expired Registrations



- **2.3 registered vehicles for every 1 driving-aged resident in San José**
- 21% of vehicles have expired registration for 6+ months
- Further analysis on Department of Motor Vehicles (DMV) data in progress
 - Identify areas of San José impacted by high vehicle volumes and expired registration
 - Blend DMV and CSJ data sets to understand equity impacts of parking enforcement
 - Understand breakdown of vehicle type, ownership, and use

Top Vehicle-related Customer Concerns- DOT



Complaints Span Abatement to Management

Abandoned Vehicles (12%)

Abandoned vehicles | Inoperable vehicles | Stolen vehicles



Tools: California Vehicle Code (CVC), direct and clear enforcement mechanisms and processes
Enforcement: Tow
Activity: Vehicle Abatement Program

Illegal Parking (72%)

General illegal parking | Expired registration | Storage on-street (72-hours) | Red curbs, fire hydrants | Potential illegal activity



Tools: Limited CVC and local parking rules and regulations
Enforcement: Warning, citation, tow
Activity: Pilot program investigation of 72-hour complaints
Challenges: Identifying violations, chasing vehicles

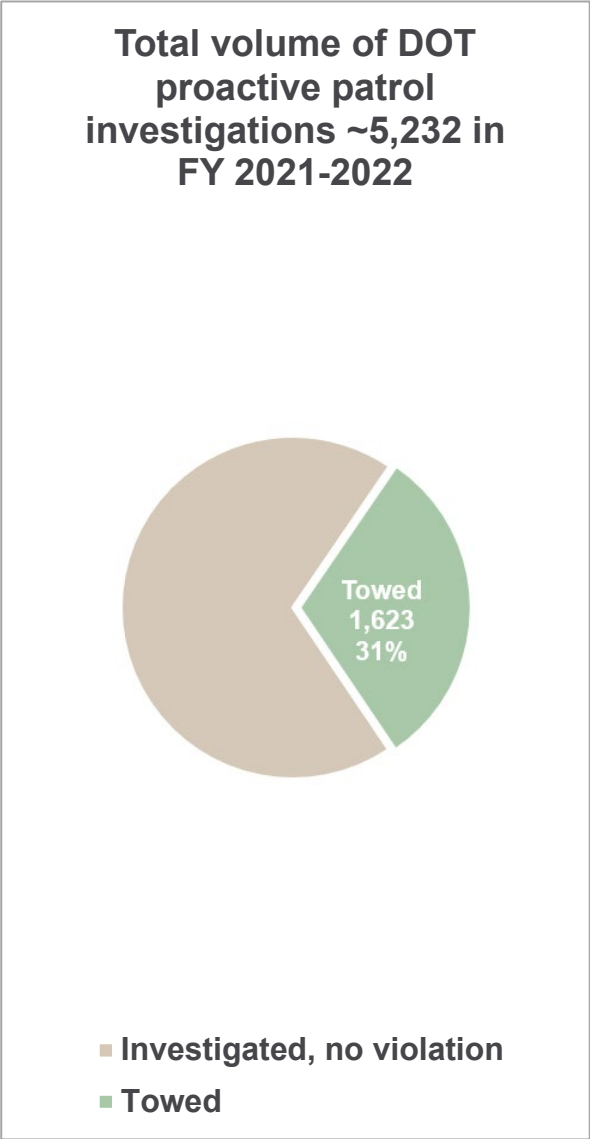
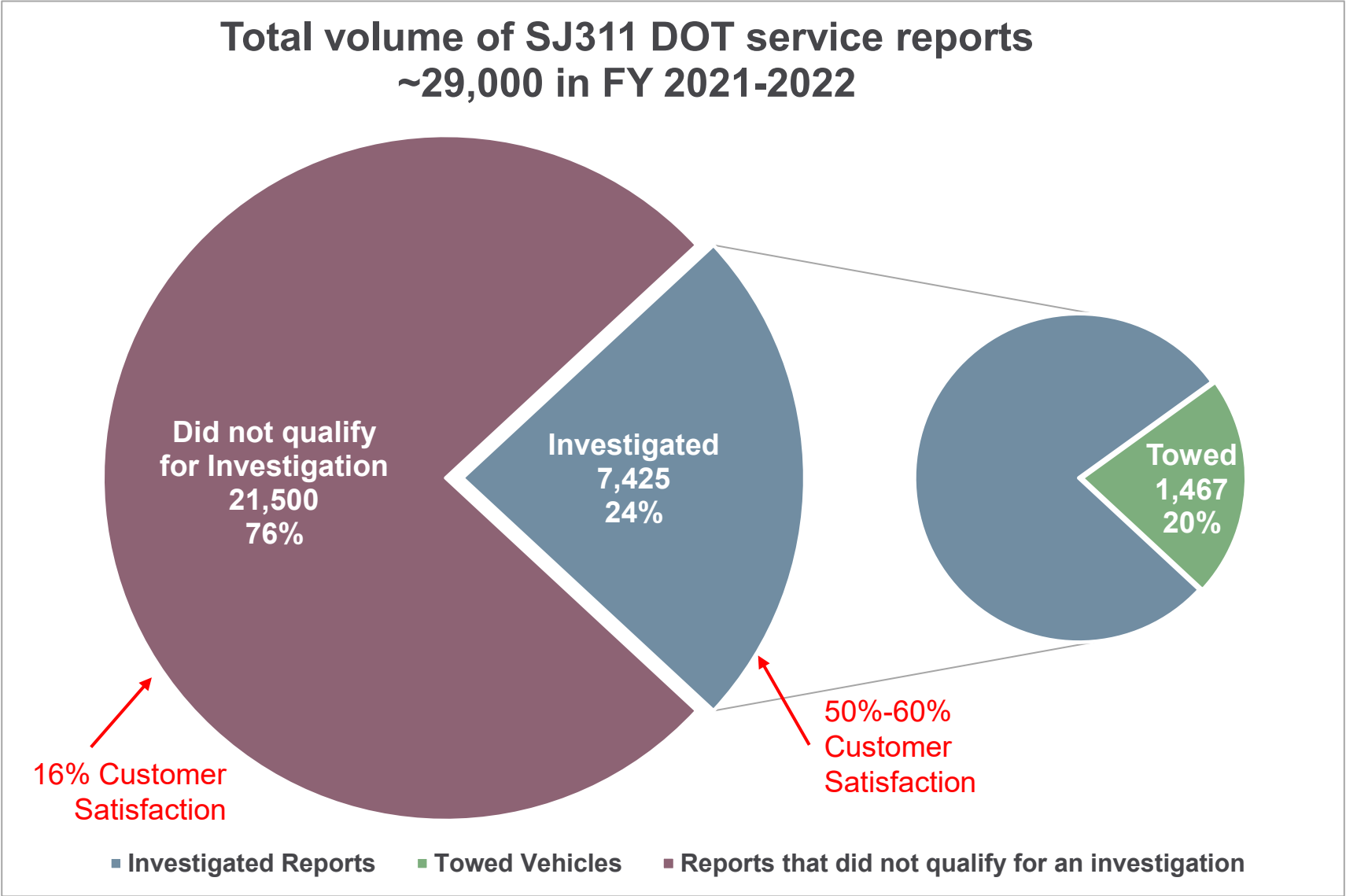
Blight / Public Nuisance (16%)

Complicated violations | Boats, trailers, RVs | Unsightly/dislike | Blight | Lived-in | Environmental issues/trash/waste | Private property

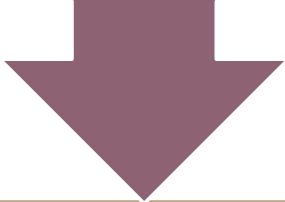


Tools: No parking rules and regulations
Enforcement: None to time-intensive
Activity: No service, educate and communicate with kindness
Challenges: Laws, complex multi-departmental coordination, equity impacts

Service Requests vs Service Delivery - Current



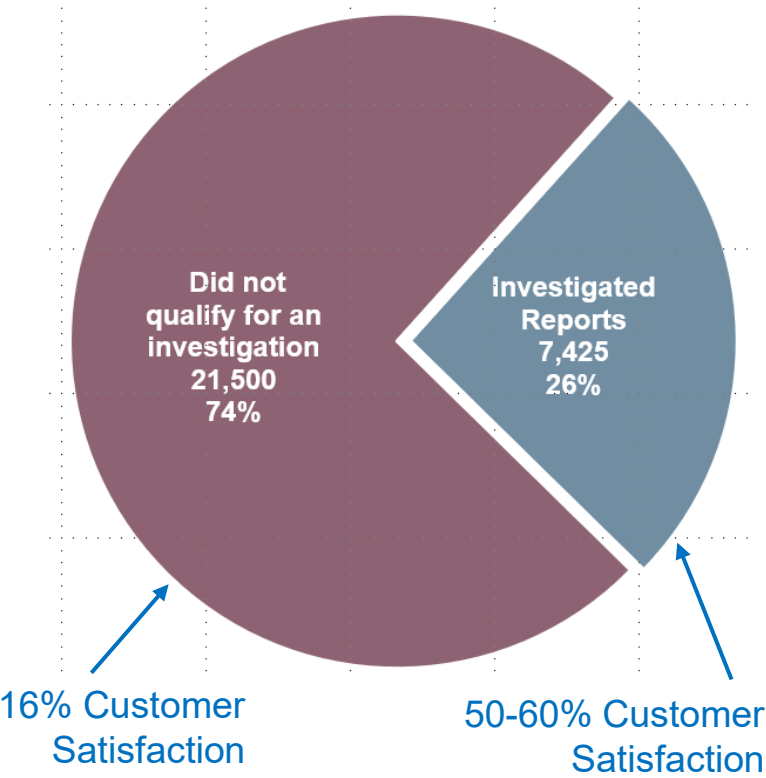
**Data Analysis +
Human-centered Design**



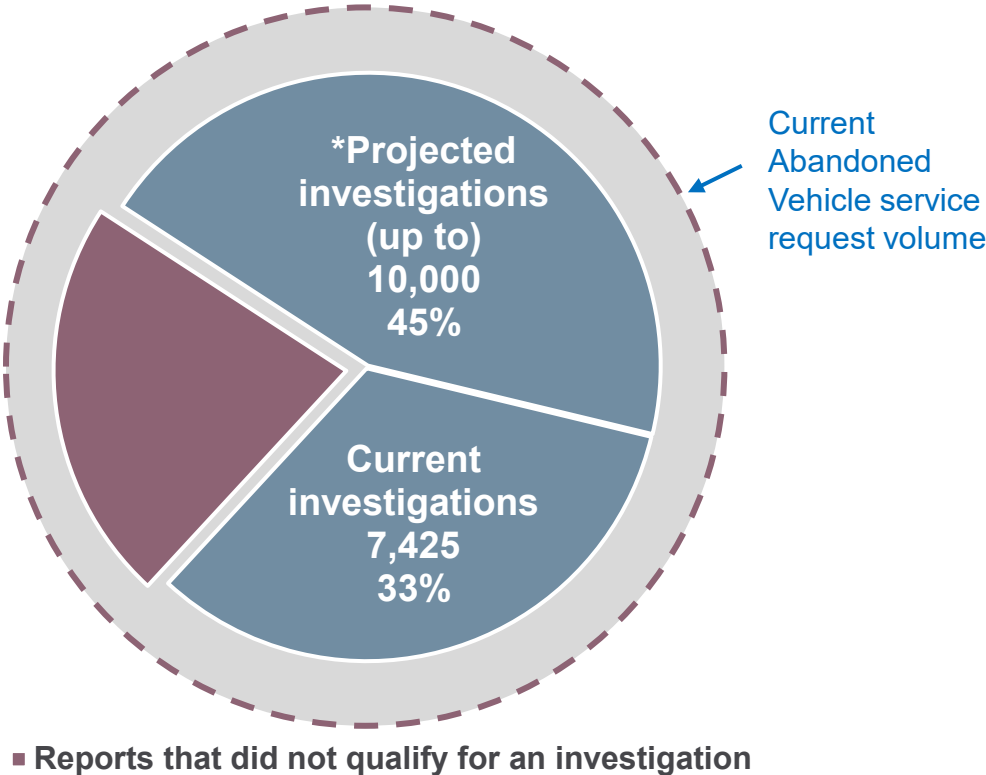
Customer-centric Solutions

Service Requests vs Service Delivery-Planned

SJ311 DOT service reports
~29,000 in FY 2021-2022



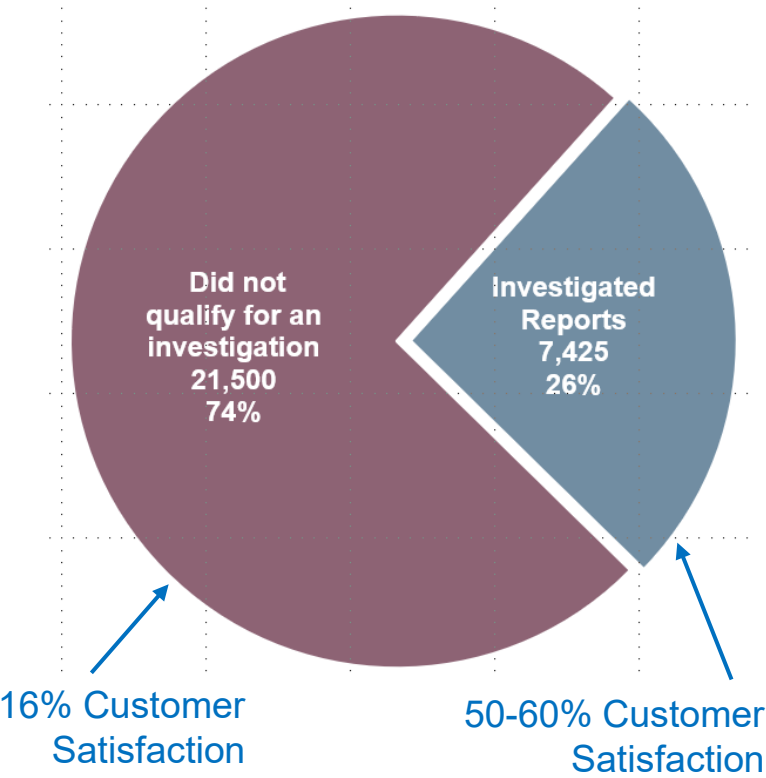
Projected Total Volume of SJ311 DOT Service Requests
~22,500 in FY 2023-2024



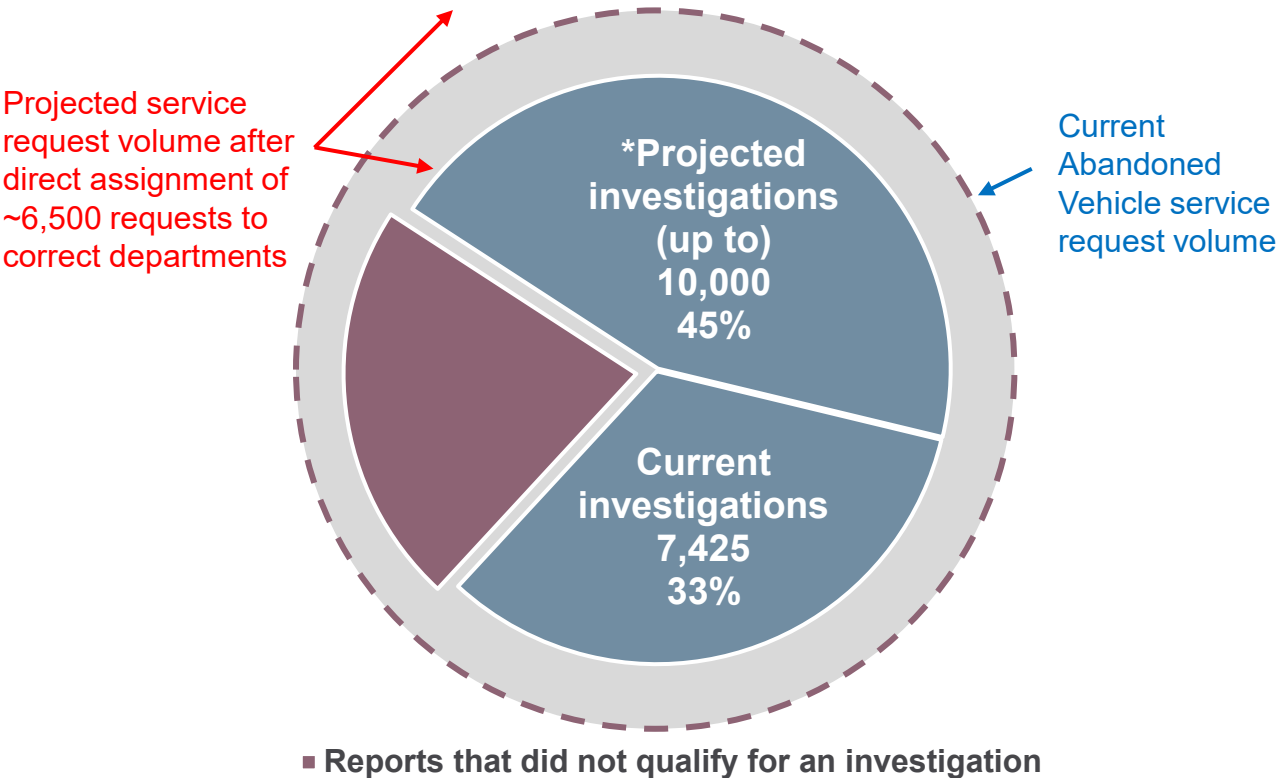
* Up to 10,000 additional investigations facilitated through additional resources

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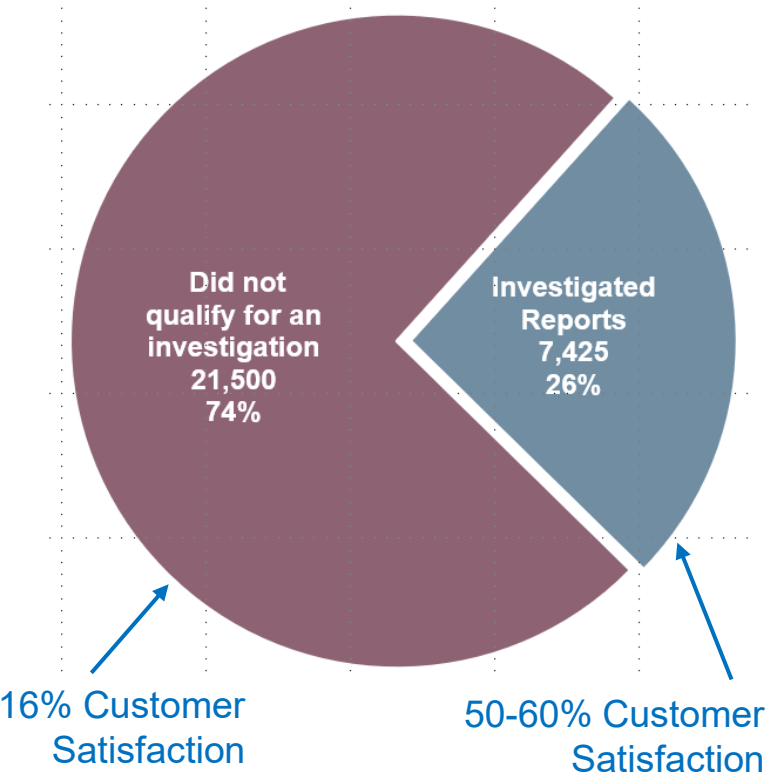
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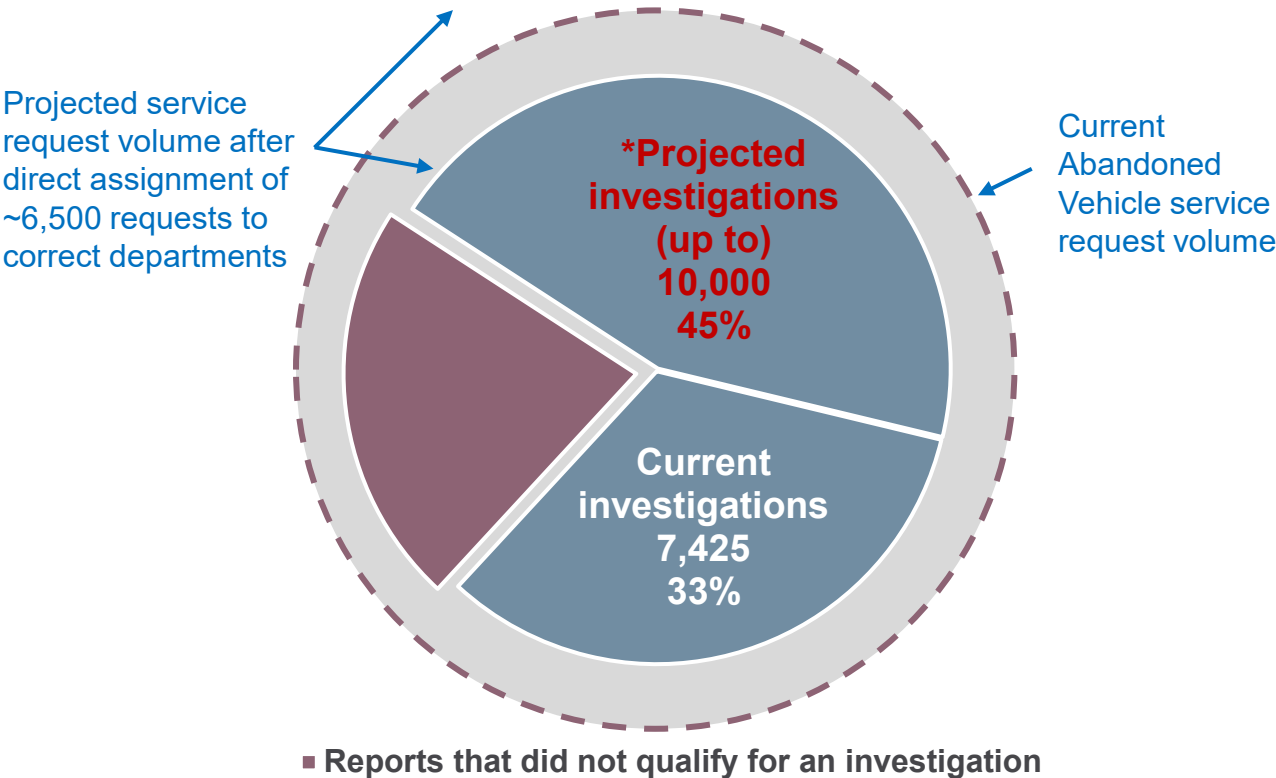
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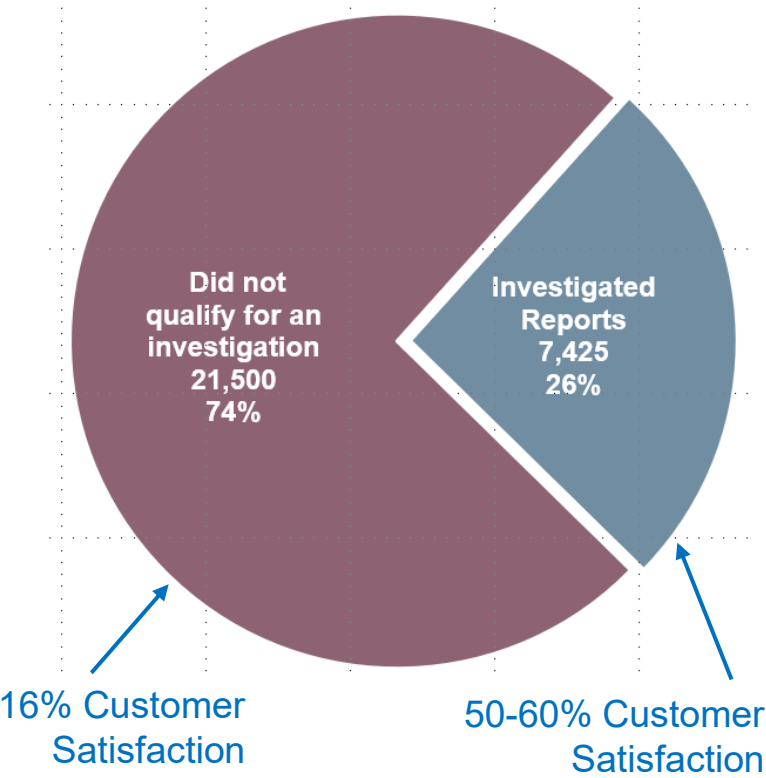
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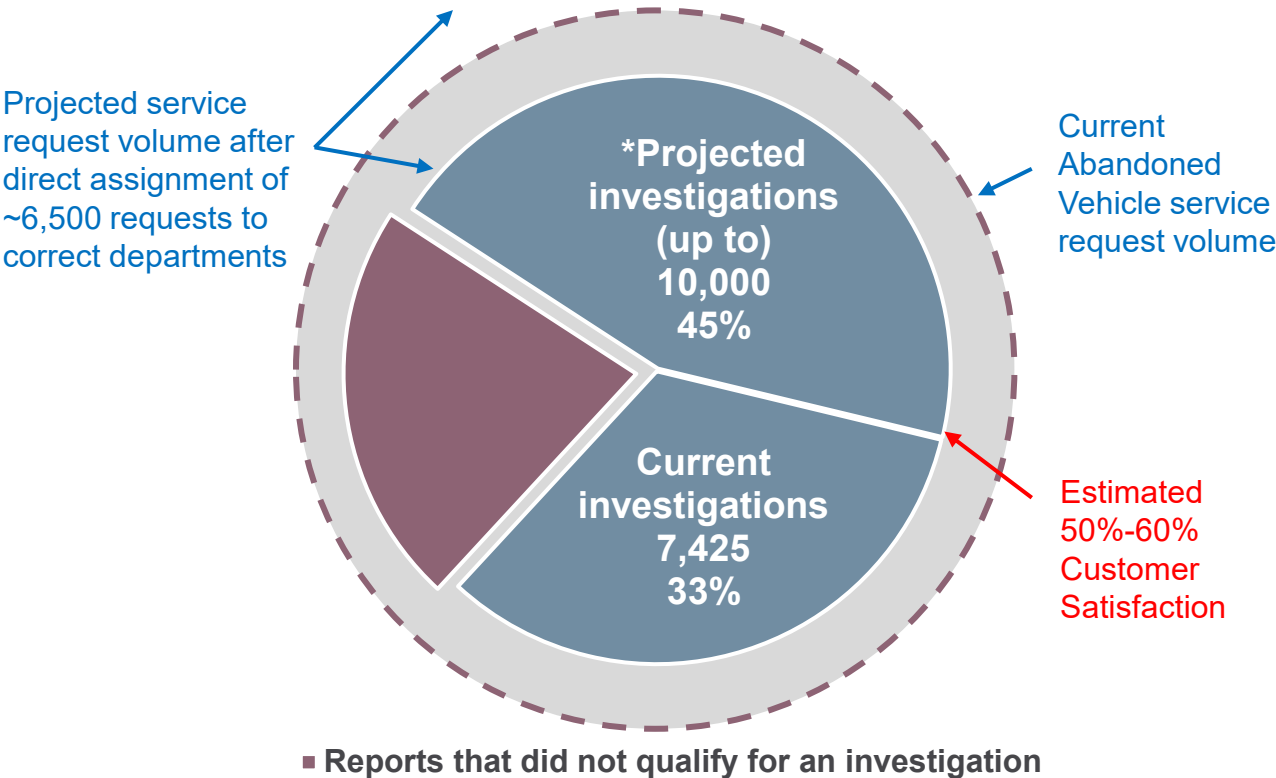
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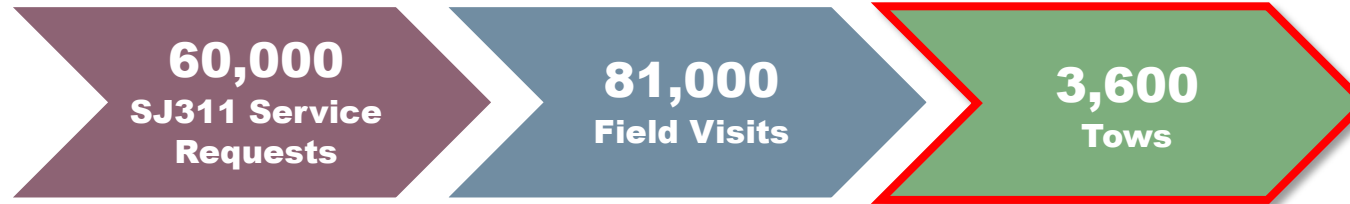
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High-Impact Customer Satisfaction Initiatives

PROBLEM/COMPLAINT	SOLUTION	STATUS	POTENTIAL IMPACT
Closed SJ311 requests with reference to other departments requiring customer process knowledge. Service requests are unintentionally submitted to incorrect department or agency.	Phase I - Warm hand-offs to responsible department. Log callers email for tracking and surveys. Phase II – Develop central triage engine to direct service request to correct department regardless of intake point.	Done Planning	Customer Satisfaction +5 %
Closed requests without clear explanations and/or caring language.	Improve communication: revise messaging; outcomes dashboard and map on SJ311	Done	Customer Satisfaction + 5%
Lack of investigations and response to stored vehicle (72-hour) complaints.	Pilot program focused on investigating vehicles reported as stored on-street/parked for extended period without movement. Proactive patrols realignment to increase patrol frequency in high impact areas.	In Progress ETA 5/30/23	Customer Satisfaction +8 %
Customer reporting options are limited to online/ app.	Provide additional reporting opportunities through relaxed photo requirement, anonymous submissions, and enable phone intake	Planning	Customer Satisfaction +5 %
Customer frustration with City's passive approach to addressing lived-in vehicles.	A cross-departmental team is developing policy recommendation framework to better address lived-in vehicles through services and potential enforcement options.	In Progress	Customer Satisfaction +1%

Vehicle Abatement History

Pre-pandemic Vehicle Abatement Program FY 2019-2020 data



- Investigated all SJ311 service requests

- ~ 25,000 Unproductive field visits
- Suboptimal use of resources

< 7% Tow Rate

Current Vehicle Abatement Program FY 2021-2022 data

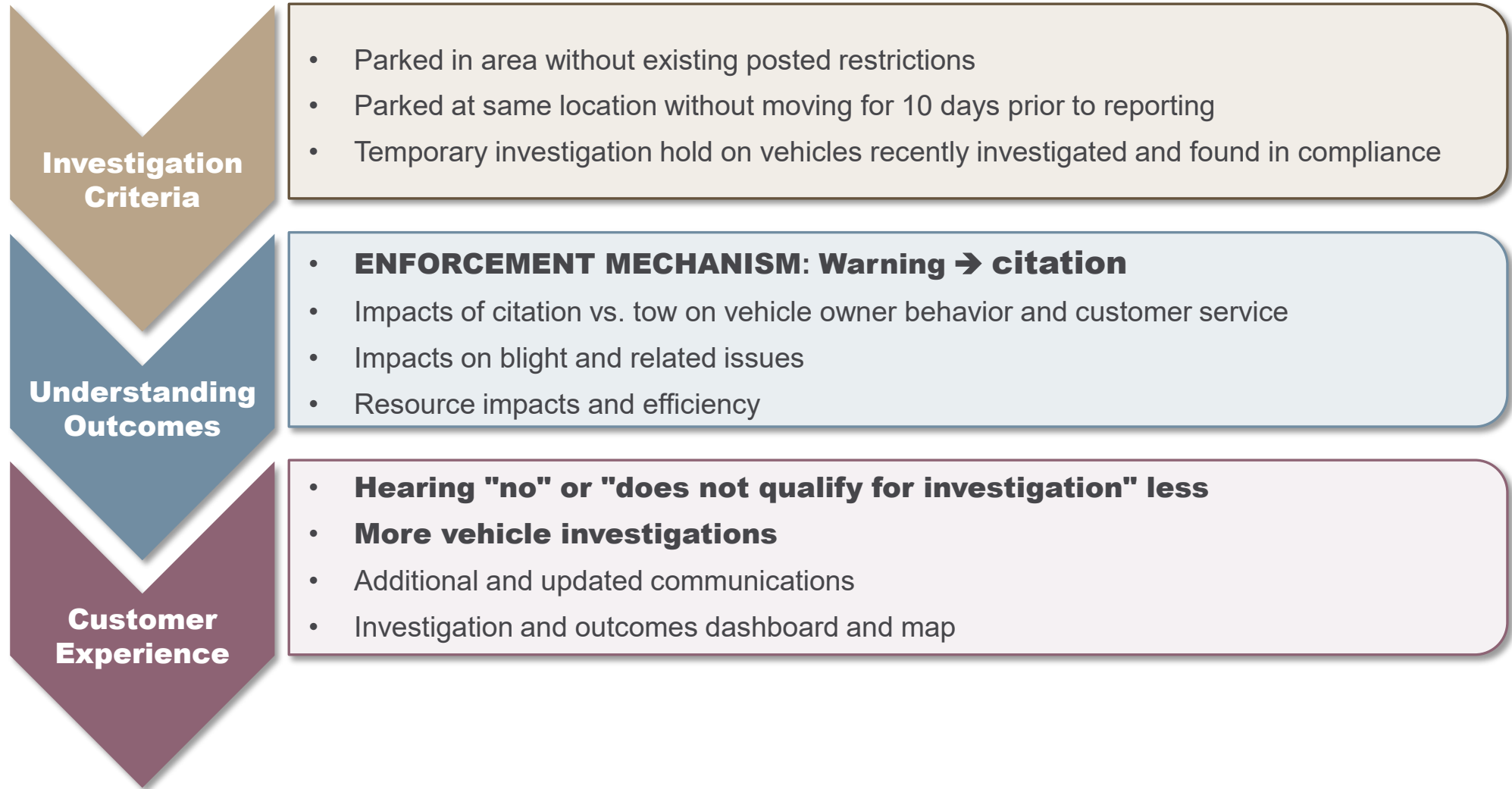


- Prioritize abandoned vehicle towing
- Narrow investigation criteria
- 7,425 SJ311 service requests Investigated (25%)
- Introduced new layer of program equity

- ~2,100 Unproductive field visits
- Optimized use of resources

26% Tow Rate

Pilot— Responding to 72-hour Complaints



Communication Enhancements

One voice communication
based in
kindness and education

Say 'no' less
and **never**
'not the right department'

Set expectations
upfront during
report intake

Proactive outreach program to educate customers

Status updates at regular intervals

Evidence (photos) based report close-out

Ability to **re-open reports**
(customers)

Investigations outcome dashboard

Abandoned Vehicle Investigations Outcomes Dashboard - SJ311

April
28

Abandoned Vehicle Investigations Outcome Map

District(s): All Districts

Source(s): Proactive Patrol, SJ311

Investigation Outcome(s): Tow, No Violation

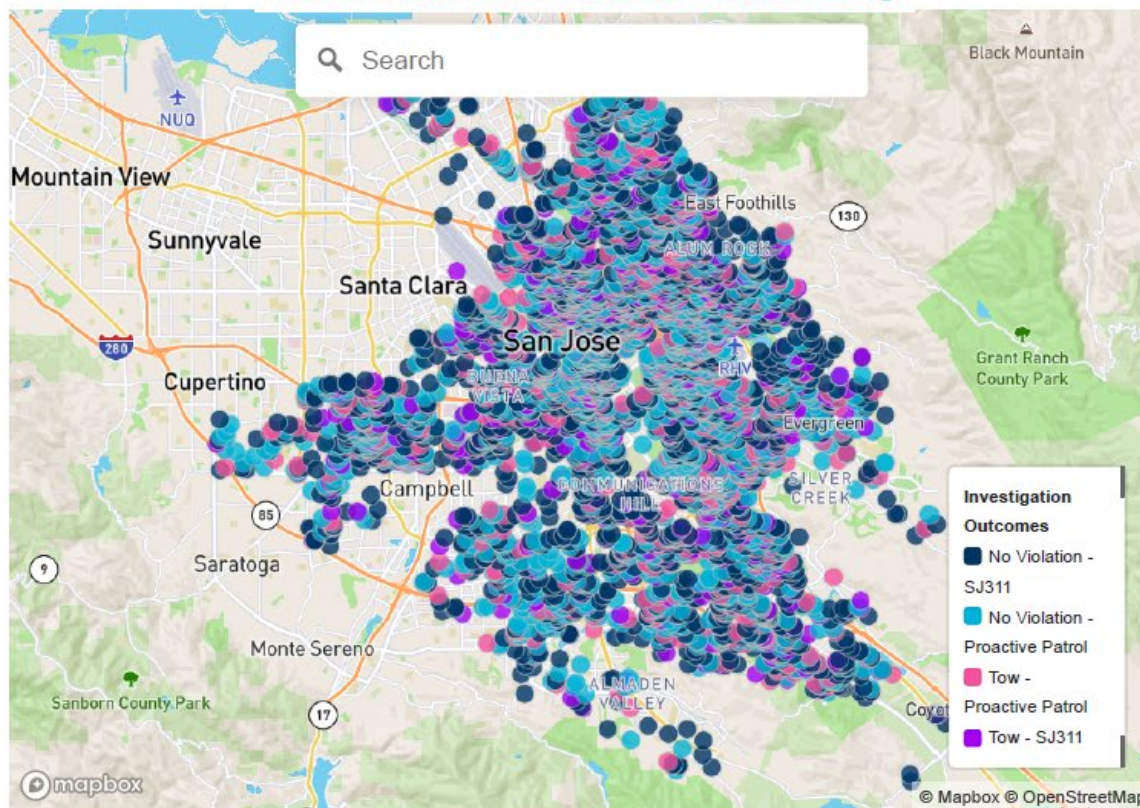
7/1/2022

12/31/2022

[Customize This Report](#)

[Date Range](#)

Use the search bar below for address look-up



This report contains information from July 2022 until December 2022.

HOW IS THE CITY ADDRESSING VEHICLE BLIGHT?

Parking and Traffic Control Officers (PTCOs) identify abandoned vehicles through customer requests and by patrolling city streets. This dashboard shows where PTCOs have investigated vehicles and the results of those investigations. Most of the time, vehicles follow parking rules, regulations and restrictions, so enforcement is not appropriate. However, when vehicles meet the legal requirements for towing, they are removed.

TOTAL INVESTIGATIONS **6,267** TOTAL TOWS **1,660**

INVESTIGATION OUTCOMES BY SOURCE

No Violation - Proactive Patrol No Violation - SJ311
Tow - Proactive Patrol Tow - SJ311

No Violation

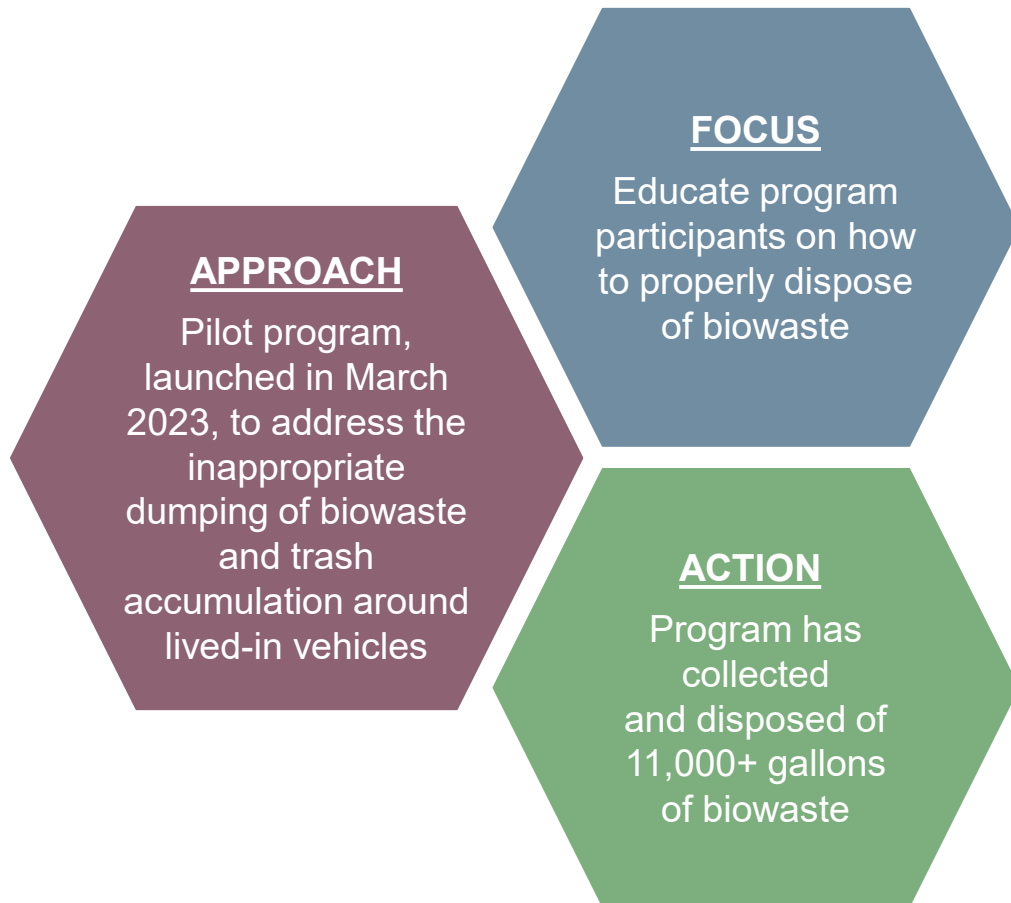
2,117 2,490 4,607

Tow

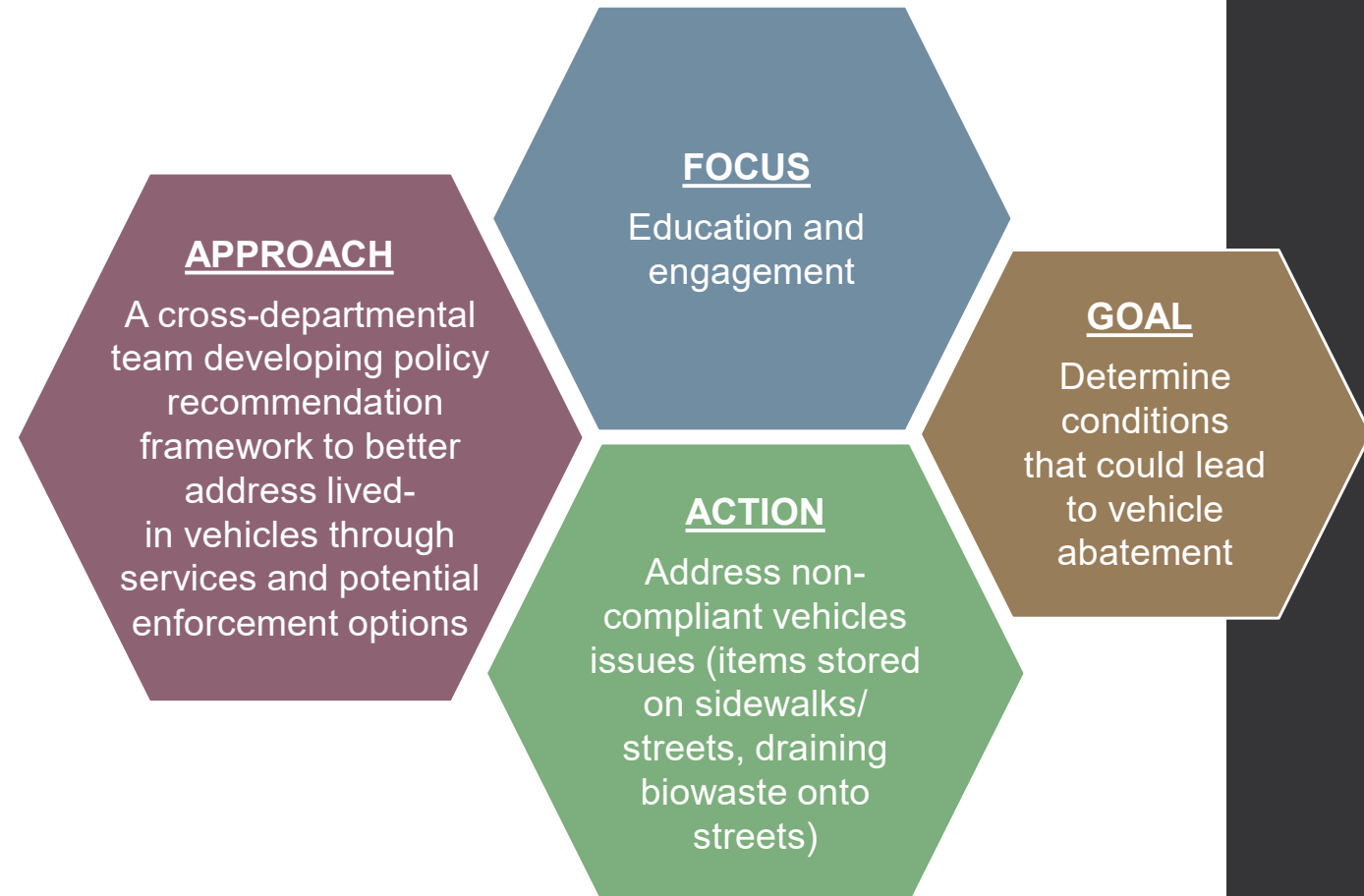
1,060 600 1,660

Addressing Lived-in Vehicles and Related Blight-BeautifySJ

Pilot Recreational Vehicle Pollution Prevention Program (RVP3)



Approach to Addressing Lived-in Vehicles



Items for Policy Work and Feedback

Restrict the parking of certain types of unpowered vehicles on city streets (trailers, boats, etc.)

Expired vehicle registration enforcement approach

Public nuisance ordinance outlining extreme blight and options for removal when imminent safety threat

Lived-in vehicles, caravans, and related blight (biowaste, hoarding, enforcement etc.)

Prohibition and prevention of private vehicles driving or parking on trails and parks greenspace

Proposed legislation impacting vehicle blight enforcement (AB 1082)

Citywide towing activities, responsibilities, enforcement authorities, and management

Training for emerging safety, health, and special audience needs

City customer service standards and responsibilities applied to vehicle complaints

Next Steps

Complete functional design
of reimagined SJ311

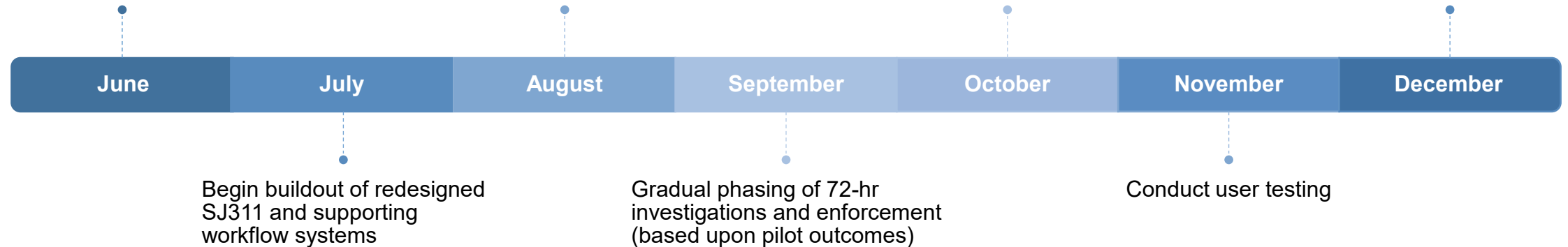
Complete follow-up data analysis

Identify/deploy interim
communication enhancements

Complete 72-hour pilot data
analysis and identify any
needed program adjustments

Develop education and
outreach plan

Go Live- Phase I
T&E status report





ONE TEAM: Collaborative Design by 7 Departments

Empathy for Resident Voices + Cross-department Solutions + Focus on Outcomes

Continuous Improvement Impacts to Customer Service

March
2023

San Jose 311 Performance Metrics

District(s): All Districts

Service(s): All Services

All

Multiple selecti...

Customize This Report

Date Range

Year and Month

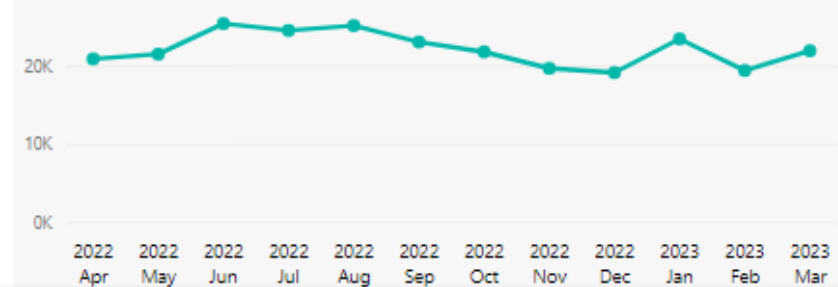
TURNAROUND TIMES PER SERVICE

Service	Target (Days)	Requests Met Target (%)
Other Issues	2	99.6%
Abandoned Vehicle	14	98.5%
Illegal Dumping	5	93.6%
Pothole	2	82.3%
Graffiti	3	78.7%
Streetlight Outage	16	68.2%

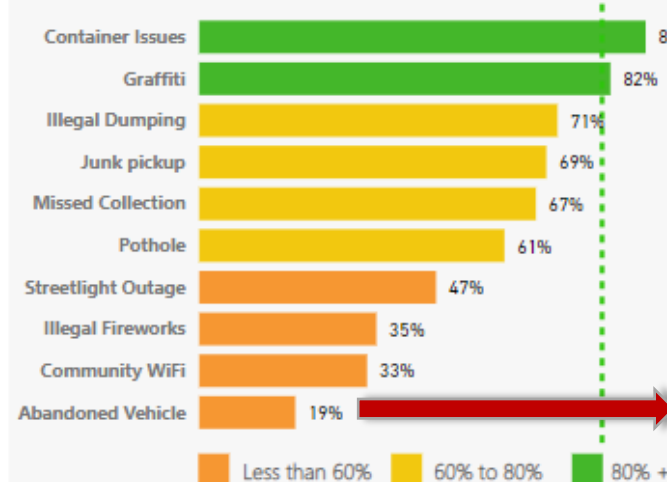
CUSTOMER SATISFACTION



VOLUME OF REQUESTS OVER TIME

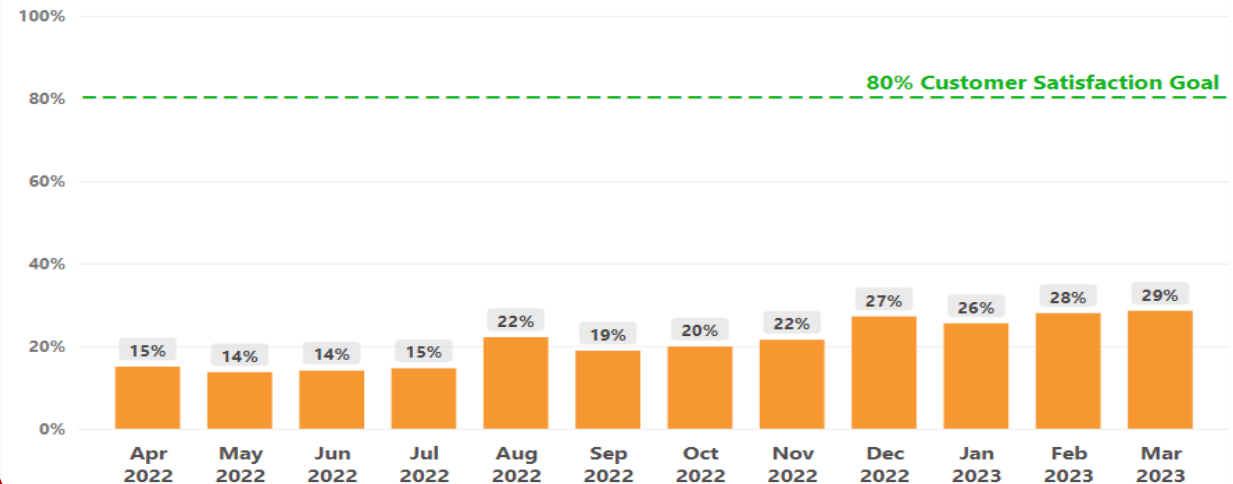


CUSTOMER SATISFACTION SCORES PER SERVICE



311 Customer Satisfaction Scores with Abandoned Vehicle Service

Resident Experience • Good & Very Good



Questions & Feedback

Heather Hoshii, Information Technology/Transportation Departments, heather.hoshii@sanjoseca.gov

Namrata Batra Agrawal, Information Technology Department, namrata.batraagrawal@sanjoseca.gov