From:	Jordan Moldow
To:	TEPublicComment; Agendadesk; Collen, Arian; Batra Agrawal, Namrata
Subject:	Public Comment - Item (d)2. "Vehicle Concerns Program Status Report." - T&E 10/7
Date:	Monday, October 7, 2024 9:03:29 AM
Attachments:	Screenshot_20240603-092916.png
	Screenshot_20240603-093854.png
	Screenshot_20240603-093907.png
	Screenshot_20240603-092954.png
	Screenshot_20240603-093009.png
	Screenshot_20240603-093018.png
	Screenshot_20240603-093026.png
	Screenshot_20240603-093041.png
	Screenshot_20240603-093127.png
	Screenshot_20240603-093138.png
	Screenshot_20240603-093205.png
	Screenshot_20240603-093215.png
	Screenshot_20240603-093226.png
	Screenshot_20240603-093235.png
	Screenshot_20240603-093249.png
	Screenshot_20240603-093300.png
	Screenshot_20240603-094904.png

I submitted these comments for the June status report, but the issues remain so I am providing the feedback again.

Some additional comments:

- Your satisfaction numbers are only based on people who still bother to go through the 311 vehicle concerns flow, and isn't capturing people who have stopped using 311 because it is too frustrating to use. Please try to capture this feedback and address some of it.
- Cyclists have been getting conflicting instructions about how to report blocked bike lanes. The 311 team has told me that blocked bike lanes should be reported to DOT. While DOT has told me that blocked bike lanes should be reported to 311. No one seems to be owning this responsibility. I'd like to know for certain how the reports of blocked bike lanes are being used by DOT Parking Enforcement to plan routes.

Forwarded Conversation
Subject: Public Comment - Item (d)2. "Vehicle Concerns Program Status Report." - T&E 6/3

From: **Jordan Moldow** ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮
Date: Mon, Jun 3, 2024 at 9:23 AM
To: Agendadesk <Agendadesk@sanjoseca.gov>, <tepubliccomment@sanjoseca.gov>, District4 <district4@sanjoseca.gov>, <district6@sanjoseca.gov>, District5 <district5@sanjoseca.gov>, District8 <district8@sanjoseca.gov>, District9 <district9@sanjoseca.gov>, <arian.collen@sanjoseca.gov>, Batra Agrawal, Namrata <namrata.batraagrawal@sanjoseca.gov>

Thank you for releasing the "Vehicle Concerns" feature within SJ 311. I am glad that the city has recognized the negative impact that vehicles, when parked/operated incorrectly, can have on the people of San Jose. My request is that the city prioritize vehicle concern types that represent immediate safety hazards, such as long-term illegal parking in bikeways, crosswalks, sidewalks, in front of fire hydrants, and in daylighting zones.

To that end, the feature should be tuned so that it is quicker and easier for residents to report these safety issues. The app currently has a dozen required interactions, spread out over seven different screens. Even for experienced SJ 311 users, filling out a "Vehicle Concerns" report can take upwards of four minutes each. When the app is difficult to use, and doesn't lead to the city taking any action, people don't want to use it. In the case of reporting illegal parking in bikeways, stopping on the side of the road for four minutes per illegally parked vehicle can put your life in danger.

Here is some specific pieces of feedback that I've heard from other cyclists who have been trying to use the "Vehicle Concerns" report:

- It takes a long time to complete each entry.
- Requirement to fill in information we may not know or be able to specify. E.g. color of the vehicle can be hard to judge, especially for the 8-10% of men who are red/green "colorblind" and those with other color-related visual impairments.
- Trouble with getting the flag to the right location on the map, and the unwillingness of the app to accept the flag location without entering an address.
- The floating "Live Chat" button gets in the way.
- The app asks you to take the same picture twice. On the first screen, it requests for you to take a picture for the ALPR functionality. The app passes this picture through the ALPR and then throws away your picture. On the second screen, it again requests for you to take a picture to attach to the report.
- Hard to find what you're looking for. There is no option that says "illegal parking", rather there is the harder-to-parse "Issue with how, where or how long a vehicle is parked on a city street". After selecting that, you are brought to a second page where you can select what type of illegal parking. The safety-related issues (bike lanes, sidewalks, crosswalks, fire hydrants) are in the middle of a list of ten items, rather than being prominent at the top of the list
- Every single time you want to file a report, a pop-up asks you to confirm that you are not reporting an emergency. This makes sense for first-time use of the feature, but for every single report, it is an annoyance.
- When reporting illegal parking in bike lanes, an extra required pop-up is displayed, to ask you what days and times-of-day you frequently encounter illegal parking in this bike lane. These questions are marked as required, even though the user might not bike in that location frequently enough to know the answer.
- Some have reported: "Taking pictures results in a never-ending white screen."
- After filling out a dozen required interactions over seven different screens, the last screen tells you, "The City of San Jose does not currently have an on-demand service for responding to reports of illegally parked vehicles." This is very frustrating to read *after* spending upwards of four minutes to fill out a report. And if you've already filed other illegal parking reports recently, this extra required acknowledgement is another

waste of time. This message could be displayed after the report is submitted.

It is extremely frustrating to go through all that effort and be told that the report isn't actionable. I understand that resources are tight, and short-term illegal parking can be difficult to enforce. I also understand the benefit of collecting data and building heat maps to plan future enforcement routes.

For building heat maps, only the following information is necessary: Violation type ; Location ; License plate (optional) ; Picture (optional). The rest should not even be asked. This simplified user experience would make it much easier, and therefore more likely, for people to use the app.

Even for reports that the city will act upon, Vehicle Type, Color, Make, and Model should not be required. The pictures and license plate should be enough.

Thank you,
Jordan Moldow
(speaking on behalf of himself, but also including some feedback from other cyclists)
District 3
95112

P.S.

Here are screenshots that show off the workflow of submitting a report for an illegally parked vehicle in a bike lane, and highlighting some of the usability issues I mentioned.
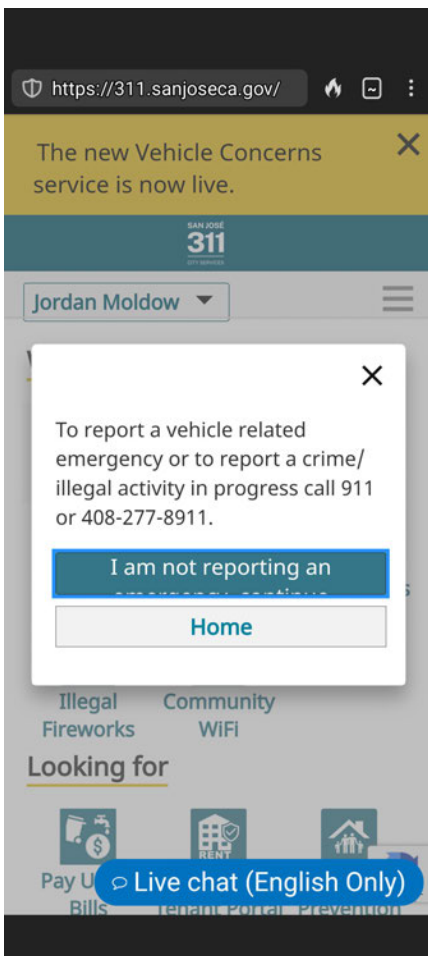
This pop-up shows up every time I want to start a report.

Your Vehicle Concerns Report

① — ② — ③ — ④ — ⑤ — ⑥

Click the camera icon below to scan or upload a photo of the vehicle license plate: *

Please make sure the license plate and outline of the vehicle's shape are visible.

📷

Or type in the license plate number. Do not include special characters

Enter a license plate number

○ Vehicle does not have front and back license plates

○ License plate is covered

○ I don't have the license plate number

Next

○ Live chat (English Only)

Jordan Moldow ▼   ☰

Your Vehicle Concerns Report

① — ② — ③ — ④ — ⑤ — ⑥

Upload/take vehicle photo
Photo should show the vehicle condition being reported

📷
Add photo

Max 10 MB attachments

�യ I don't have a photo

Next

Report an issue

Vehicle Concerns   Graffiti
Illegal Dumping   Pothole
Streetlight Outage   Other Issues
Commu   ⚲ Live chat (English Only)
Contact San Jose 311

You are asked twice to take the same picture.

Vehicle Type *

| Type in Vehicle Type | ▼ |

Vehicle Color *

| Type in Vehicle Color | ▼ |

Vehicle Make *

| Type in Vehicle Make | ▼ |

Vehicle Model

| Type in Vehicle Model |

| Next |

Report an issue

Vehicle Concerns	Graffiti
Illegal Dumping	Pothole
Streetlight Outage	Other Issues
Community WiFi	Illegal Fireworks
Contact San Jose 311	

Looking For

| Pay Utility Bills | Eviction |

○ Live chat (English Only)

Rent Reg...

Type, Color, and Make are required questions. Often the ALPR can auto-fill these, but not always.

Type in Vehicle Type

Bus

Car

Convertible

Limousine

Motor Home

Motorcycle

Pickup Truck

Station Wagon

SUV

Trailer

Truck

Van

Sedan

Type in Vehicle Color

Red

Blue

Black

Beige

Black and White

Brown

Gold

Green

Grey

Maroon

Orange

Pink

Purple

Silver

Type in Vehicle Make

Acura

Alfa Romero

Audi

BMW

BSA

Buick

Cadillac

Chevy

Chrysler

Datsun

Diahatsu

Dodge

Eagle

Ferrari

Jordan Moldow ▼

Your Vehicle Concerns Report

①—②—③—④—⑤—⑥

Is the vehicle on a City Street? *

◐ Yes

◐ No

Where is it? *
(Only San Jose addresses are enforceable)

- Type in the full address and click search
  or
- Drag the red pin on the map below to select the location and then click search

💬 Live chat (English Only)

Is the vehicle on a City Street? *

○ Yes

○ No
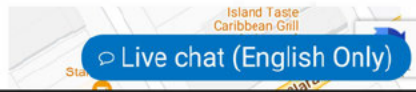
⚠ Please select an option above

Where is it? *

(Only San Jose addresses are enforceable)

- Type in the full address and click search

  or
- Drag the red pin on the map below to select the location and then click search

200 E Santa Clara St, San Jose, CA

⚠ Address not confirmed. Please tap the 'Search' button after entering an address.

Search (required) 🔍

Island Taste
Caribbean Grill

○ Live chat (English Only)

Where is it? *

(Only San Jose addresses are enforceable)

- Type in the full address and click search
  or
- Drag the red pin on the map below to select the location and then click search

200 E Santa Clara St, San Jose, CA

⚠ Address not confirmed. Please tap the 'Search' button after entering an address.
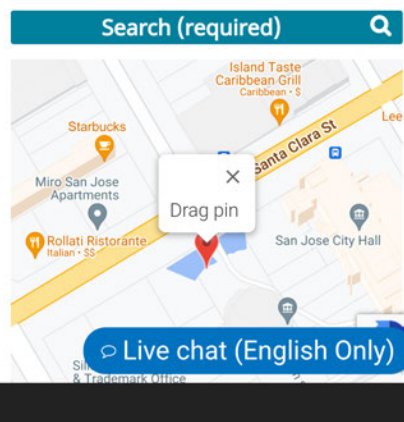
Search (required) 🔍

Island Taste Caribbean Grill
Caribbean · $

Lee

Starbucks

Santa Clara St

Miro San Jose Apartments

✕
Drag pin

San Jose City Hall

Rollati Ristorante
Italian · $$

💬 Live chat (English Only)

Sil
& Trademark Office

These questions are required, even though your GPS coordinates are already known.

Even after the pin is in the correct place, you cannot continue without manually clicking the "Search (required)" button at least once.

Jordan Moldow ▼

≡

Your Vehicle Concerns Report

① ── ② ── ③ ── ④ ── ⑤ ── ⑥

What vehicle concern are you reporting? *

Choose one option that best describes the vehicle concern you are reporting.

○ Lived-in vehicle

○ Trash/sewage around a vehicle (not inside the vehicle or on the truck bed)

○ Vehicle in a park, creek or trail

○ Vehicle on private property

○ Poor condition of a vehicle parked on a city street

○ Issue with how, where or how long a vehicle is parked on a city street

💬 Live chat (English Only)

Jordan Moldow ▼   ≡

Your Vehicle Concerns Report

① ── ② ── ③ ── ④ ── ⑤ ── ⑥

Please select at least one option that describes the vehicle (parked on a city street) you are reporting: *

○ Vehicle is parked without moving for 10 or more consecutive days.

○ Unattached trailer e.g. 5th wheel, boat, utility trailer

○ No Parking/ No Parking Certain Times/ Time Limit

○ Fire Hydrant/ Fire Lane

○ Blocking sidewalk, access ramp, crosswalk, bus lane, traffic

○ Disabled parking

○ Freight/ passenger loading zo...

💬 Live chat (English Only)

○ Vehicle is parked without moving for 10 or more consecutive days.

○ Unattached trailer e.g. 5th wheel, boat, utility trailer

○ No Parking/ No Parking Certain Times/ Time Limit

○ Fire Hydrant/ Fire Lane

○ Blocking sidewalk, access ramp, crosswalk, bus lane, traffic

○ Disabled parking

○ Freight/ passenger loading zone

○ Bike lane

○ Permit parking

○ Paid/ metered parking

Additional Information-If any

Type in Text

Next

○ Live chat (English Only)

Report an issue

Jordan Moldow ▼

Your Vehicle Concerns Report

① — ② — ③ — ④ — ⑤ — ⑥

Please select at least one option that describes the vehicle (parked on a city street) you are reporting: *

✕

Is there a typical day and time you are seeing the illegal parking? *

Day

☑ Weekday

◯ Weekend

◯ Everyday

Time of Day

💬 Live chat (English Only)

◯ Morning (6:00am-

Jordan Moldow ▼ ☰

Your Vehicle Concerns Report

① — ② — ③ — ④ — ⑤ — ⑥

Please select at least one option that describes the vehicle (parked on a city street) you are reporting: *

✕

🔘 Everyday

Time of Day

◯ Morning (6:00am-12:00noon)

◯ Afternoon (Noon-6:00pm)

◯ Evening (6:00pm-10:00pm)

◯ Overnight (10:00pm-6:00am)

💬 Live chat (English Only)

These questions cannot be skipped. If you close the pop-up and try to continue, it will appear again until you answer both questions.

Jordan Moldow ▼ ≡

Your Vehicle Concerns Report

①—②—③—④—⑤—⑥

The City of San Jose does not currently have an on-demand service for responding to reports of illegally parked vehicles. Your report will be used to guide rotating proactive patrols (every 14 days) aimed at enforcing illegal parking on City streets.

I understand, continue

Report an issue

Vehicle Concerns   Graffiti
Illegal Dumping   Pothole
Streetlight Outage   Other Issues
Commu...
Contact ...

⬭ Live chat (English Only)

Illegal parking reports are immediately auto-closed by the system. You should filter out these auto-closed reports from your dashboard, as it will otherwise give an over-inflated success metric.

Reports that are taken for the purpose of heat mapping should be treated separately from reports that actually result in action.