



(d)4. Beautify San Jose: Vehicle Blight Status Report

Transportation & Environment Committee | May 1, 2023

JOHN RISTOW – Director, Department of Transportation

KHALED TAWFIK – Chief Information Officer, Information Technology Department

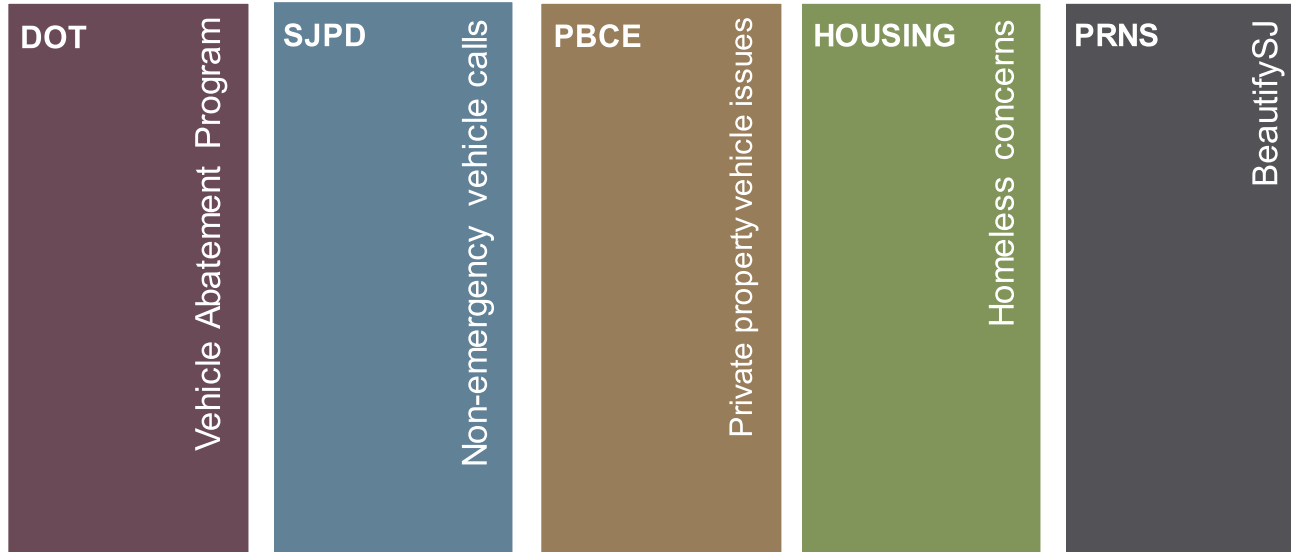
HEATHER HOSHII – Division Head, Information Technology Department

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

ZANE BARNES – Chief Intergovernmental Relations Officer, City Manager's Office of Administration, Policy, and Intergovernmental Relations

Evolution of Vehicle Blight in San José

Associated Services



Key Challenges

- Limits of traditional department focus areas, systems, and data
- Urbanization and space contention
- Intensifying blight and lived-in vehicle demands
- Balancing resources, reactive responses, equitable outcomes, and compassion

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
- Minimal interdepartmental coordination

Customer Challenges

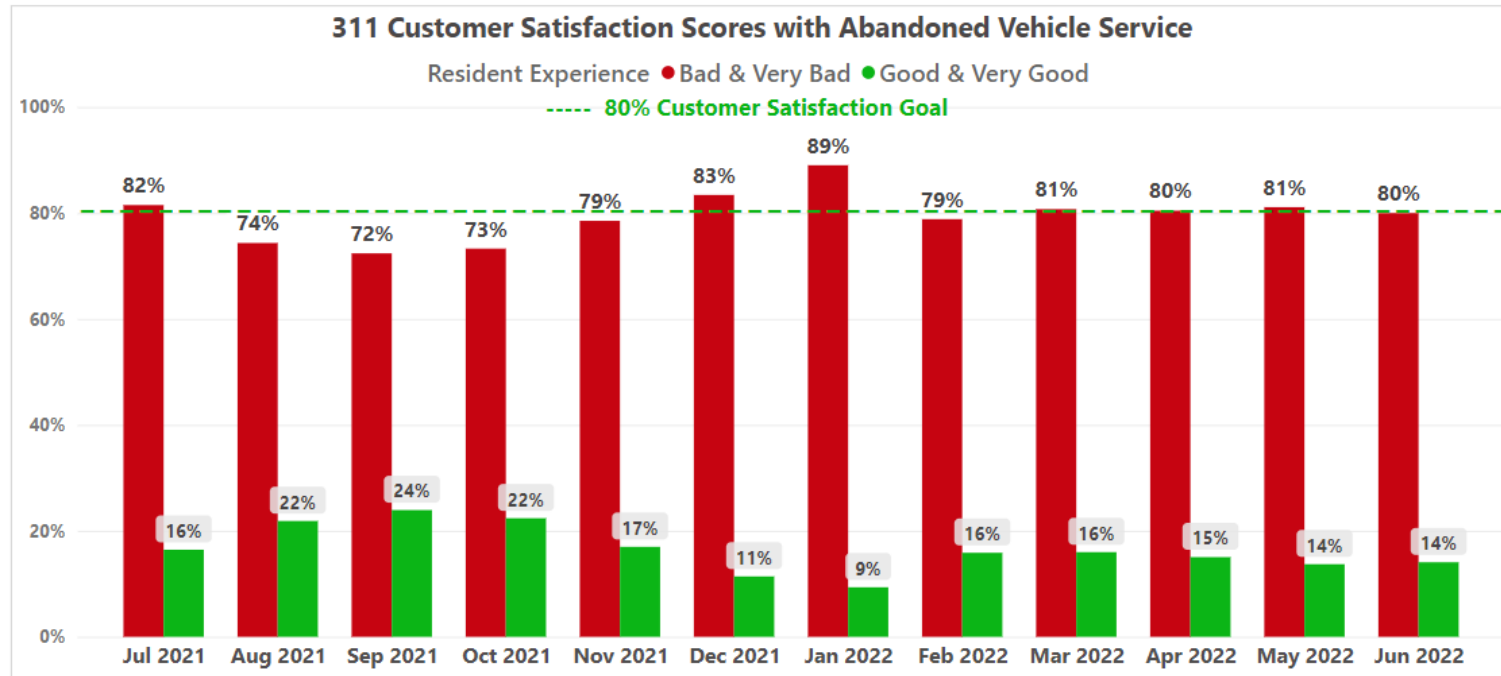
- Educating what to expect, laws, timing, neighbor disputes
- Communication quality and regularity
- Poor coordination – premature closures and re-routing

**Customer
Dissatisfaction**



- Poor customer satisfaction with SJ311 Abandoned Vehicle service delivery
- Frustrated calls to Council District Offices

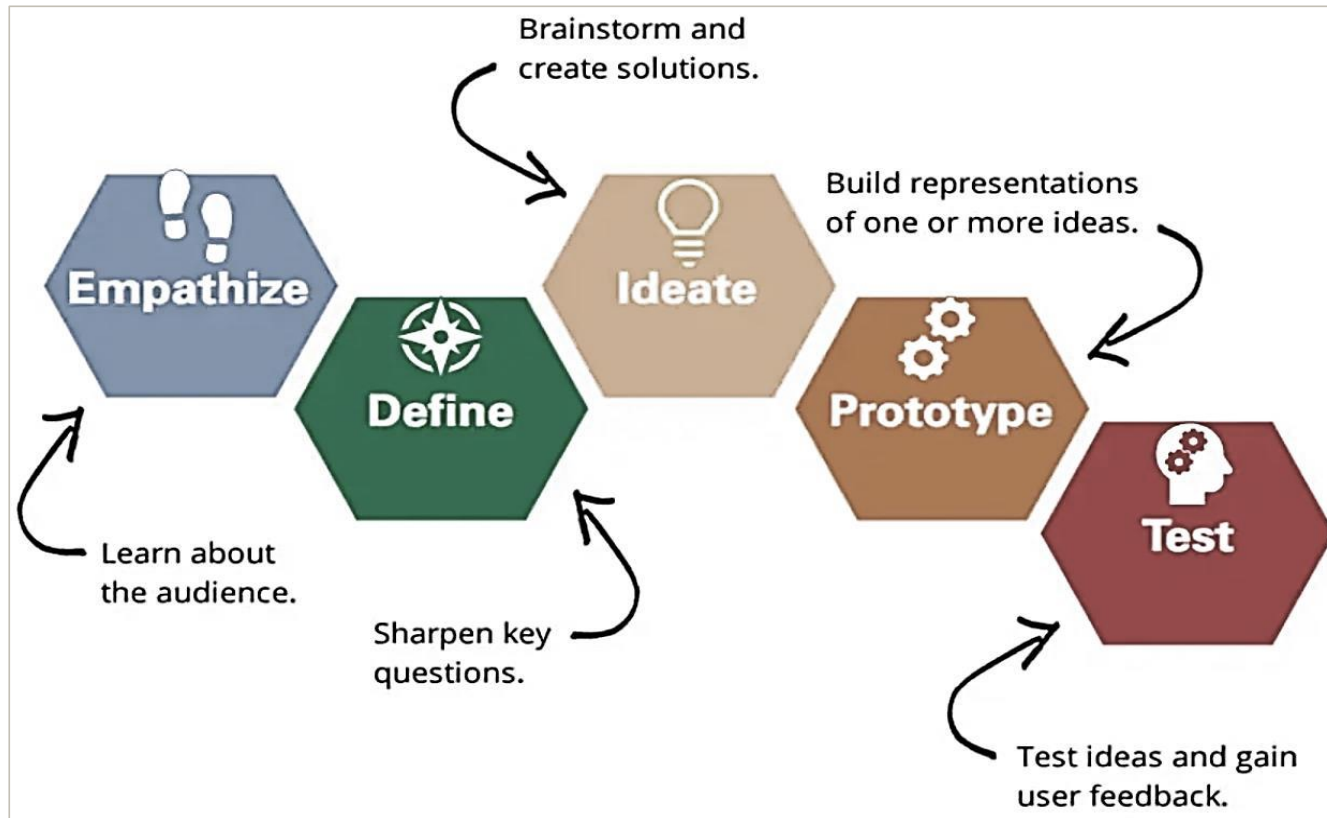
Clear Dissatisfaction



Vehicle Blight Re-design Project:

Poor customer satisfaction, City Initiative Roadmap 2022-23, and Mayor's Budget Message

Why Human-Centered Design (HCD)?



Residents and Partners

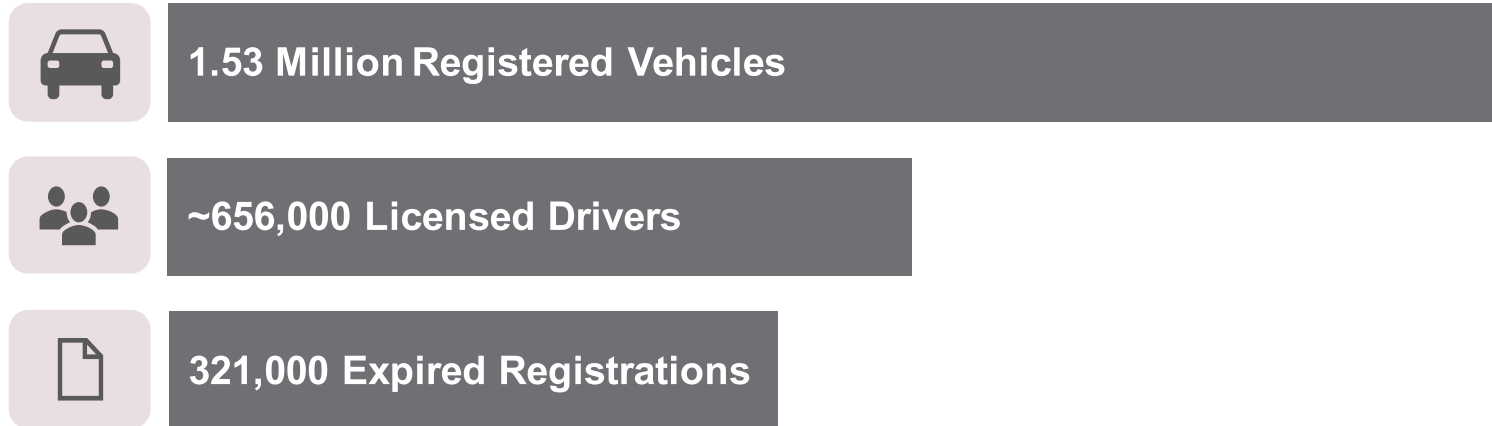


City Of San José Departments

City Manager's Office
Housing
Information Technology
Parks, Rec & Neighborhood Services
Planning, Building & Code Enforcement
Police
Transportation

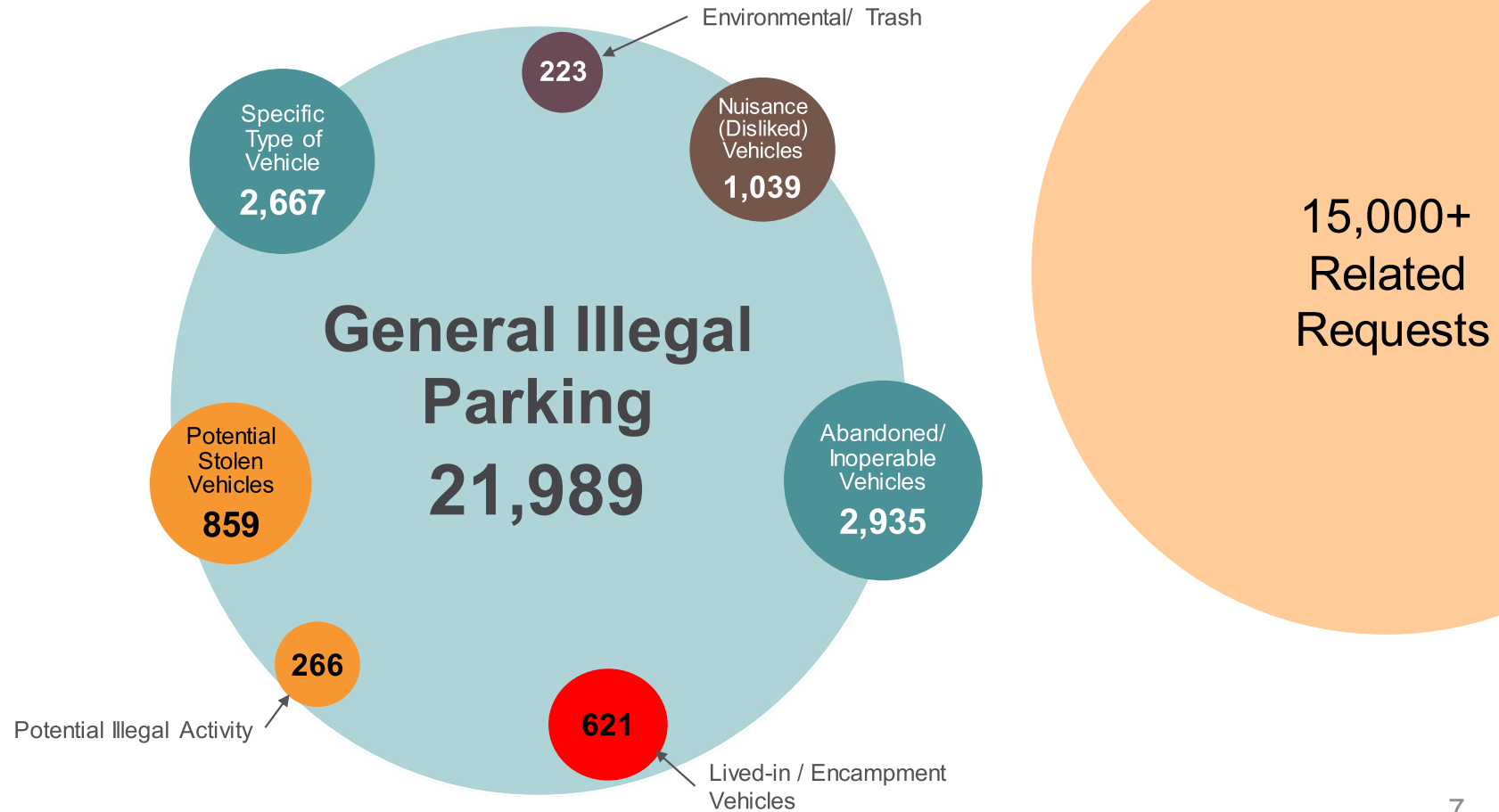
Contention for Parking Space

San José Registered Vehicles to Driver Ratio



- 2.3 registered vehicles for every 1 driver 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

Top Vehicle-related Constituent Concerns



Complaints Span Abatement to Management

Abandoned Vehicles

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

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

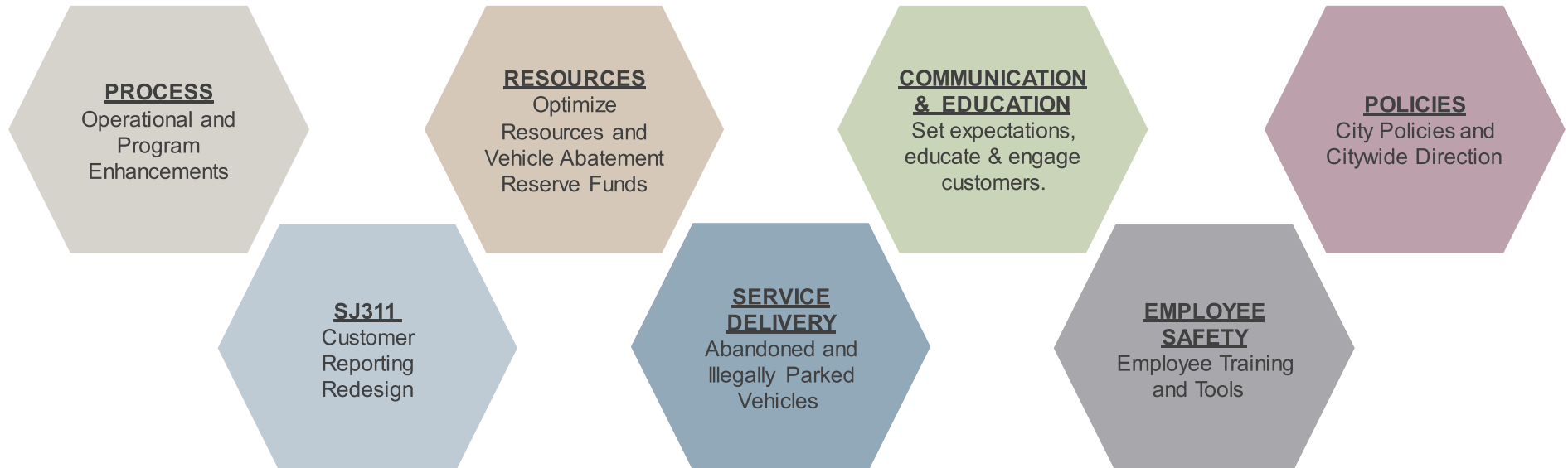
Blight / Public Nuisance

No violation | Vehicle type- boats, trailer, RV's | Unsightly/ dislike | Blight | Lived-in | Environmental concern, trash



Tools: No parking rules and regulations
Enforcement: None
Activity: No service, educate and communicate with kindness
Challenges: Complex multi-departmental coordination, equity impacts

Problem Focus Areas



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%

Items for Policy Work and Feedback

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

Expired vehicle registration enforcement

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

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

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

Proposed legislation impacting vehicle blight enforcement (AB 1082 and 925)

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

Monitoring Legislation—Assembly Bills 1082 and 925

Assembly Bill 1082 (Kalra)

- Prohibit towing or immobilizing a vehicle due to unpaid parking citations
- Remove authority to lien sale a vehicle to cover towing and storage expenses
- Increase number of citations from 1 to 8 before a hold can be place on a vehicle registration
- Require payment plans for indigent persons
- Waive penalties for individuals in juvenile facilities, jails or prisons

Assembly Bill 925 (Ta)

- Require verification of vehicle registration records with DMV before enforcement action
- Original language increased earliest enforcement action timeline from 6-months expired registration to 1-year expired registration, but has since reverted back to 6-months
- May be less viable

Preparing for 2023-2024

- City priorities, advocacy, and partnerships

Next Steps

1. Receive and incorporate Transportation and Environment Committee feedback (5/1/23)
2. Refer BeautifySJ Vehicle Blight status report to City Council in May 2023 (5/16/23)
3. Storage on street (72-hour) pilot, conduct follow-up operational and expired registration analyses (April – June)
4. Complete functional design of the re-imagined SJ311 Vehicle Blight process (July)
5. Publish Abandoned Vehicle Investigations Outcomes dashboard - Phase 2 (July)
6. Build and implement Phase-1 for December 2023 Go-Live; Evaluate additional enhancements





ONE TEAM: Collaborative Design by 7 Departments

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

Accomplishment So Far...

1. One Team from 7 departments: Created
2. Temporary assignment of Vehicle Blight Product Owner to ITD
- 3. SJ311 Vehicle Blight service delivery process: Re-engineered**
4. SJ311 vehicle blight intake process: Prototyping
5. Customer concern funnels, vehicle registration and resources: Completed Analysis
6. Point in time counts of lived-in vehicles and specific vehicle types (boats, trailers, etc.): Completed
- 7. Abandoned Vehicle investigation criteria: Expanded**
8. Communications and messaging for customer communications: Updated
- 9. Warm handoffs between departments and external partners: Phase-1**
10. DOT Pilot program: limited investigation of vehicles reported as stored on street: Launched
11. DOT-Abandoned Vehicles Outcome Dashboard-Phase 1: Deployed

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

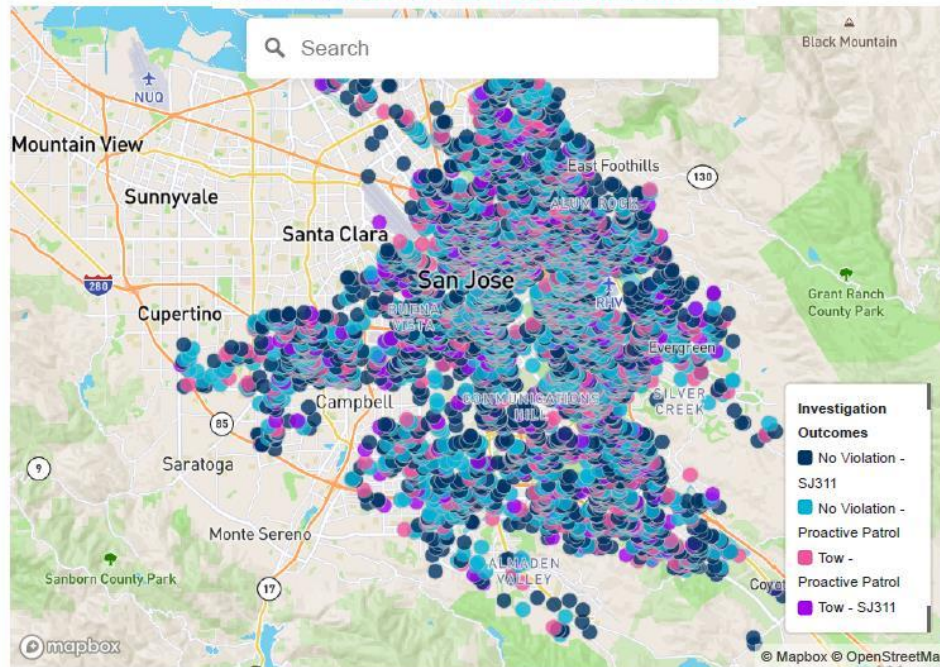
7/1/2022

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

Continuous Improvement Impacts to Customer Service

March
2023

San Jose 311 Performance Metrics

District(s): All Districts

Service(s): All Services

All

Multiple selecti...

Date Range

Year and Month

Customize This Report

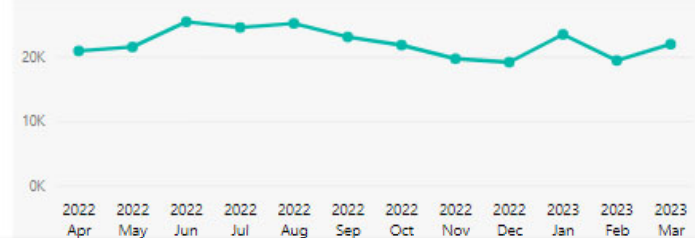
TURNAROUND TIMES PER SERVICE

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%

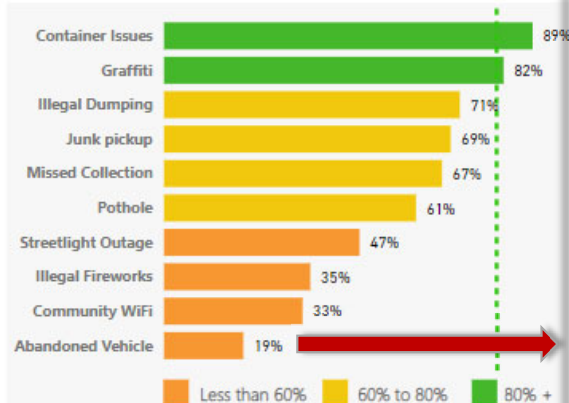
CUSTOMER SATISFACTION



VOLUME OF REQUESTS OVER TIME

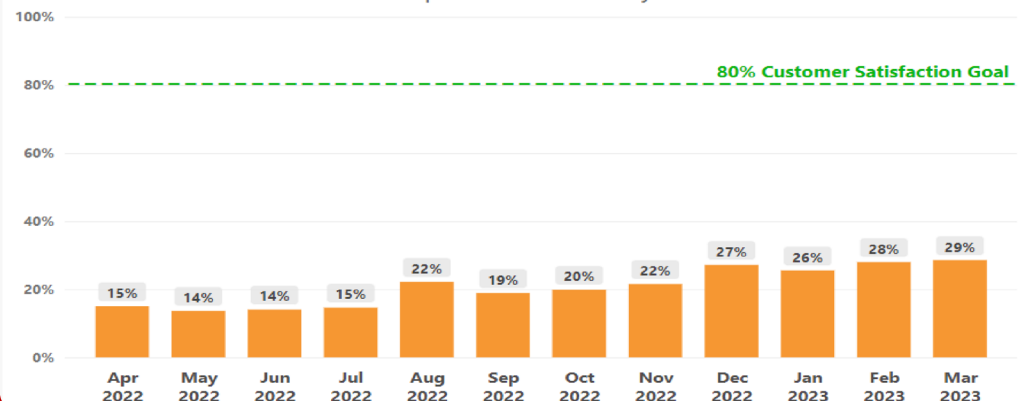


CUSTOMER SATISFACTION SCORES PER SERVICE



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