



(d)3. Vehicle Concerns and Service Improvements Status Report

Transportation and Environment Committee | May 19, 2025

JOHN RISTOW – Director, Department of Transportation

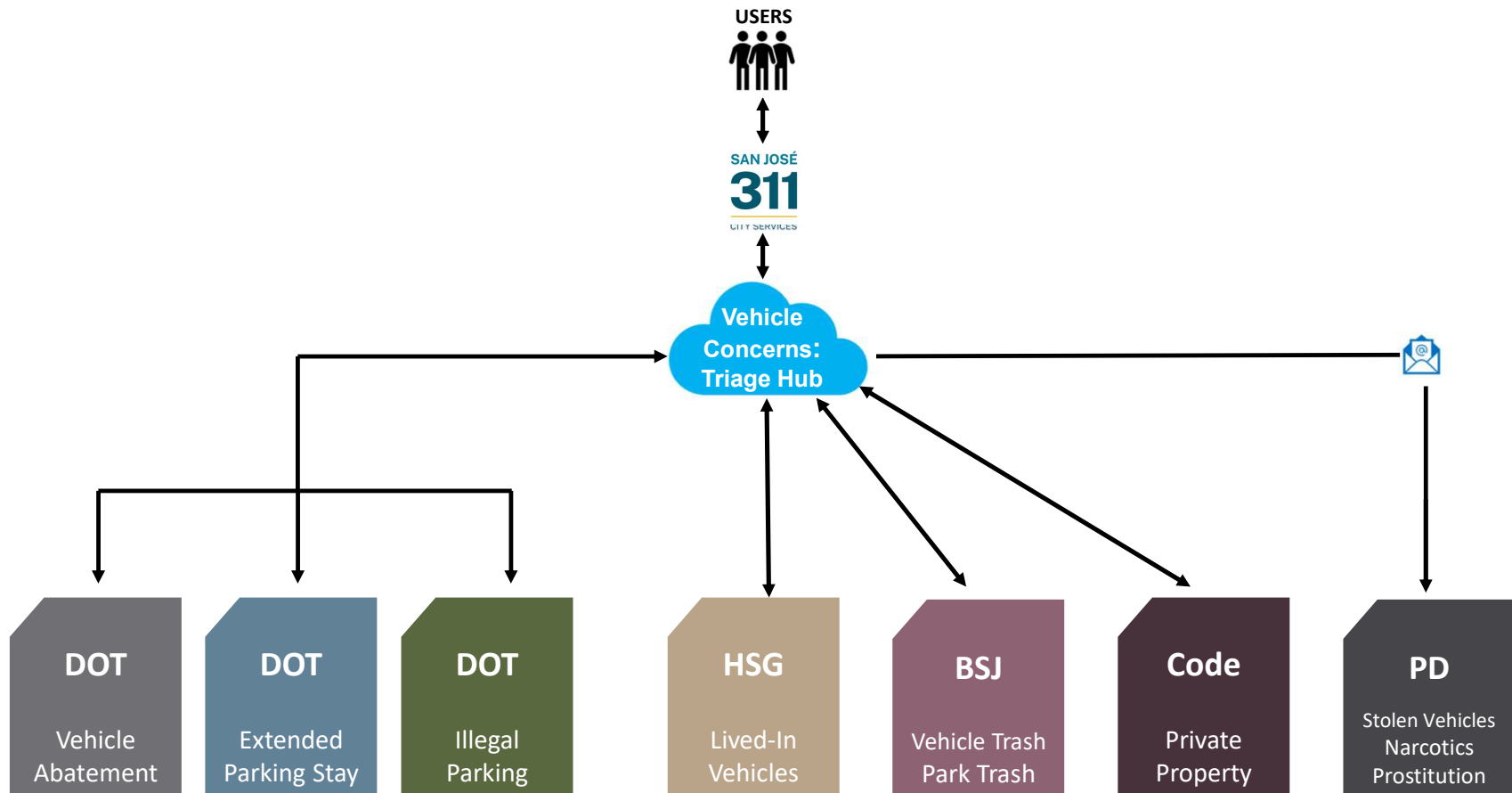
KHALED TAWFIK– Chief Information Officer, Information Technology Department

ARIAN COLLEN – Division Manager, Department of Transportation

NAMRATA BATRA AGRAWAL – Products and Projects Manager, Information Technology Department

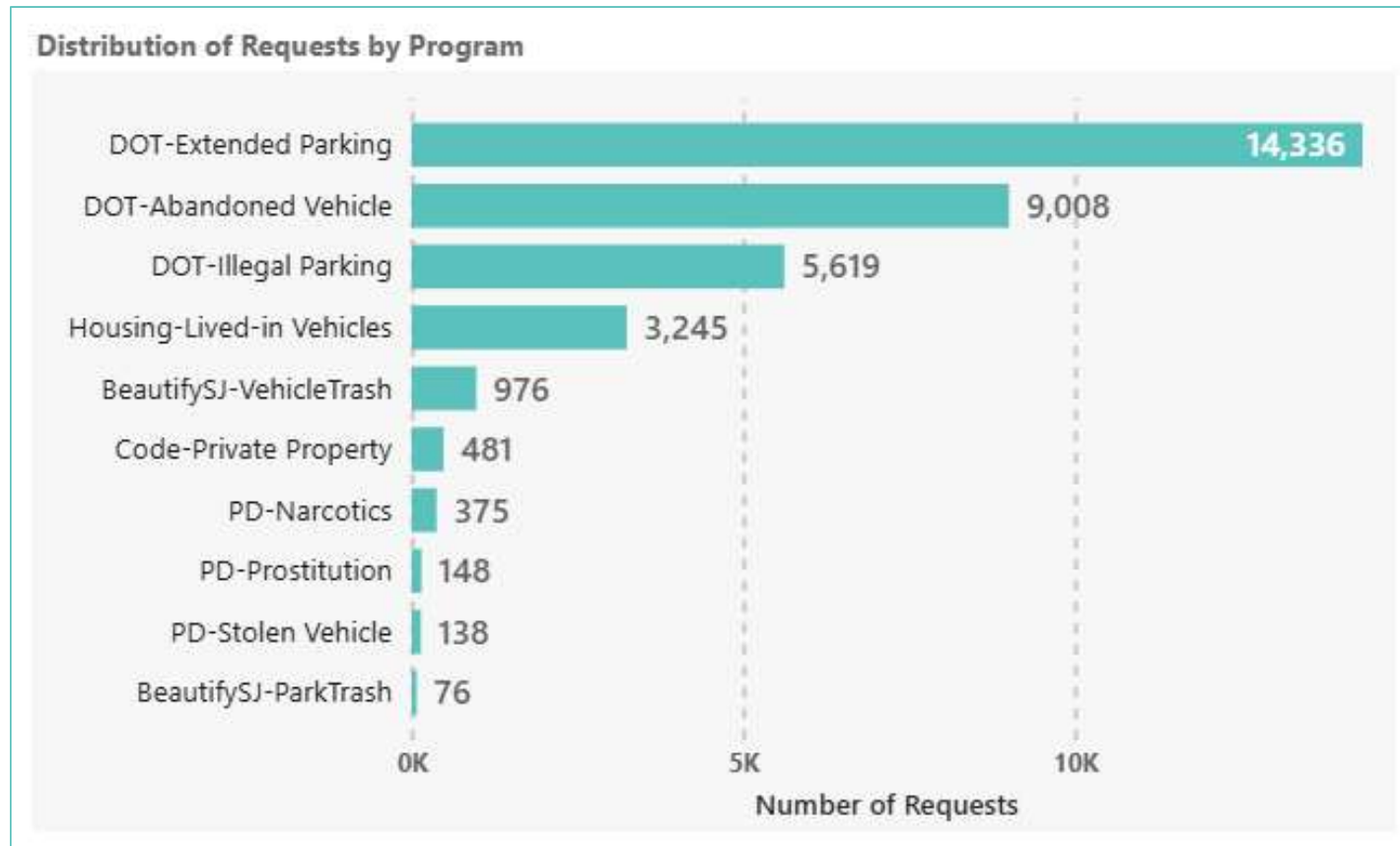
Vehicle Concerns: Triage Hub

Right request, to the right department, for the right service



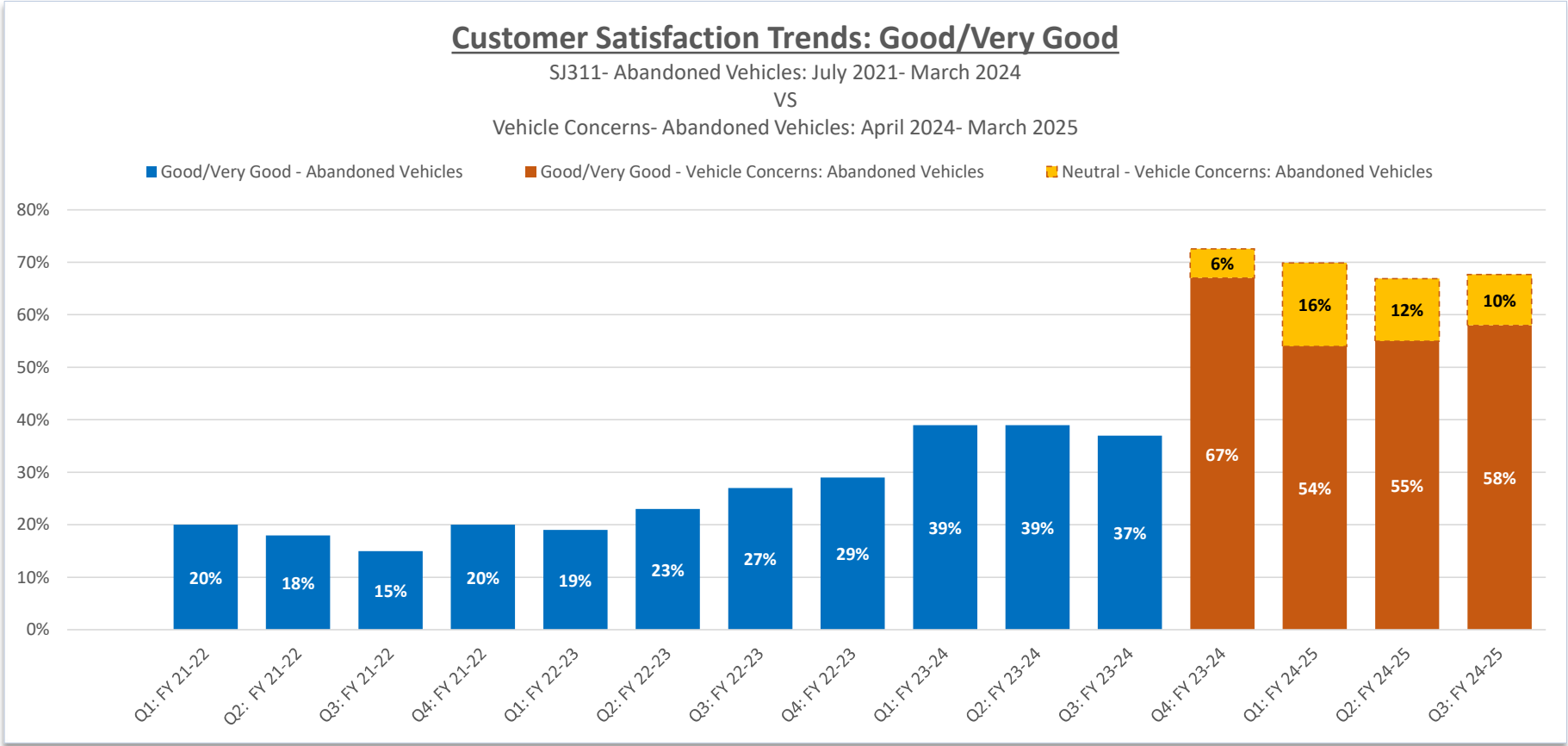
Vehicle Concerns: Data

DATE RANGE: 07/01/24 - 03/31/25



“ Glad it got taken care of. Thank you ”

Customer Satisfaction Trend:



“

Very helpful and fast response with my concern.

”

Most Requested Vehicle Concern Programs

DATE RANGE: 07/01/24- 03/31/25

DOT- Abandoned Vehicle

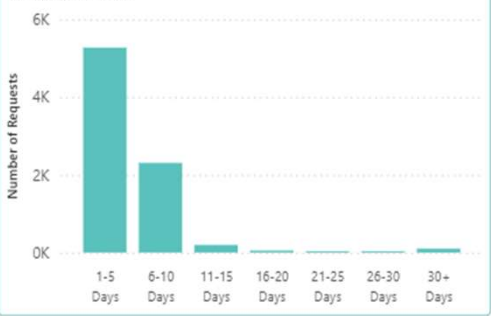
SJ311 Requests Received: **3,059**
PTCO Proactive Investigations: **5,949**
Requests closed: **8,790**

Outcomes

Vehicles towed: **1,810**
Vehicles cited: **0**

% of requests resulting in tows: **21%**

Turnaround Time



DOT- Extended Parking Stay

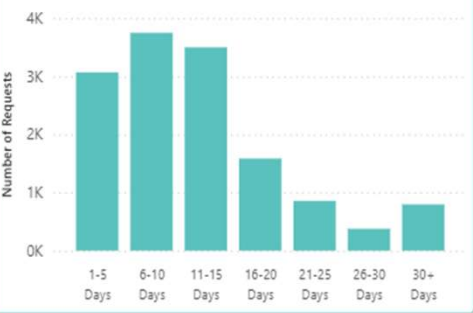
SJ311 Requests received: **14,336**
Requests closed: **14,032**

Outcomes

Vehicles towed: **18**
Vehicles cited: **897**

% of requests resulting in tows: **< 1%**

Turnaround Time



HSG- Lived In Vehicles

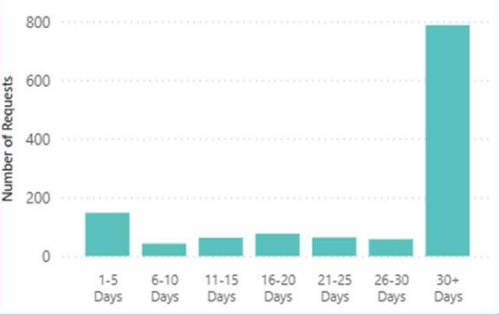
SJ311 Requests received: **3,245**
Requests closed: **1,452**

Outcomes

Outreach provided: **331**
Outreach attempted: **680**

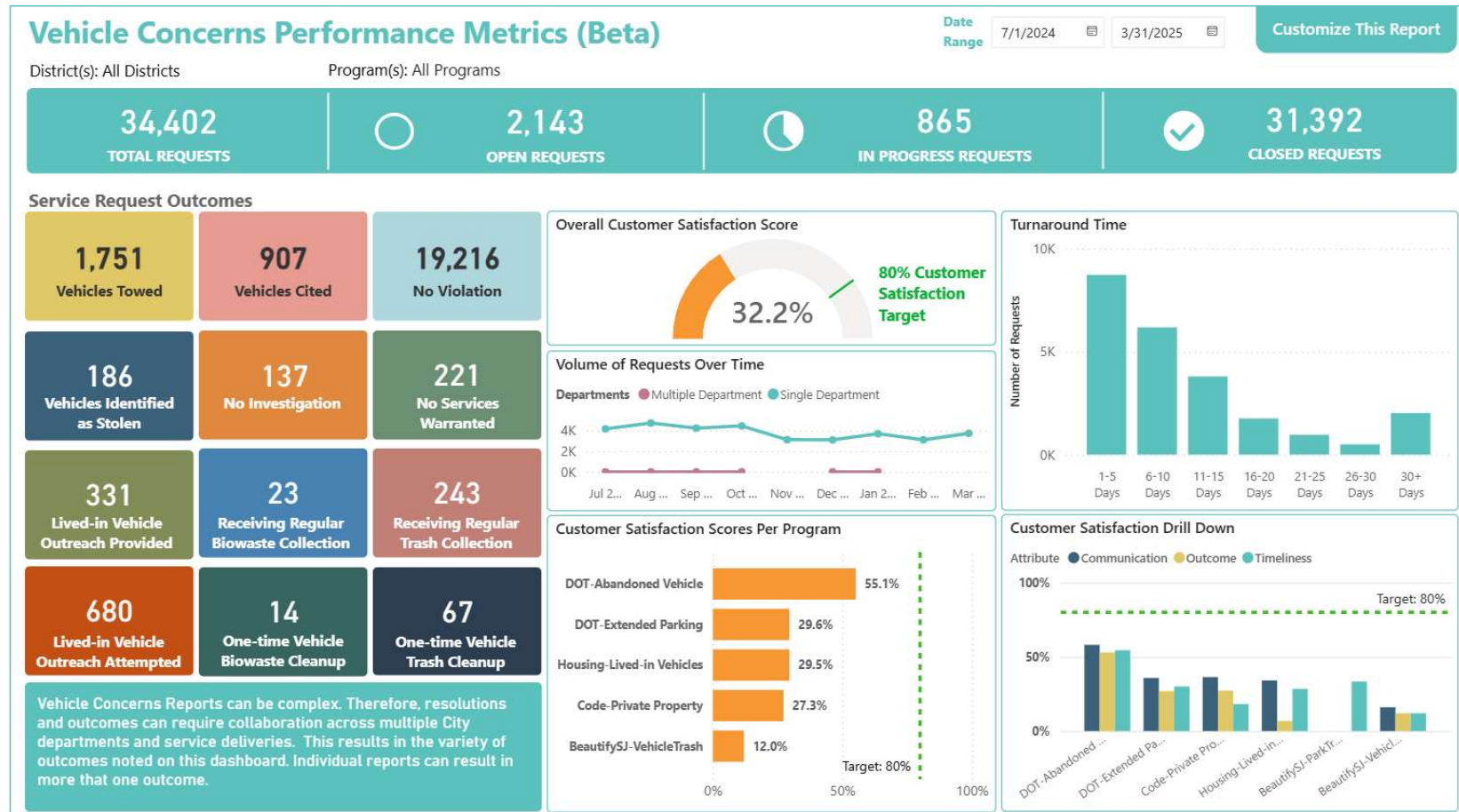
% of requests resulting in outreach: **10%**

Turnaround Time



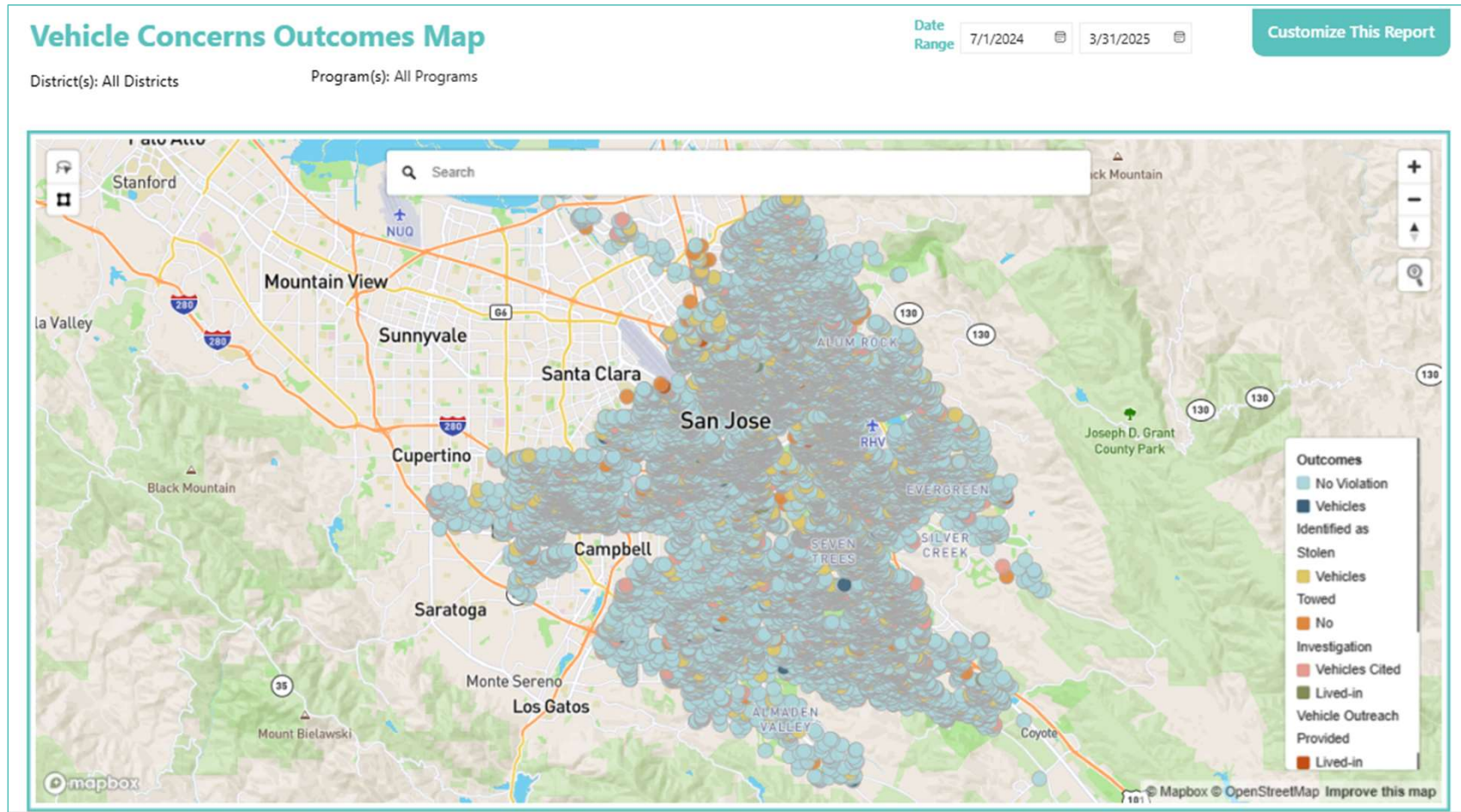
“Thanks for your service. The vehicle will not move if not with your warning notice. The goal is achieved and I'm very happy with the result.”

Vehicle Concerns- CSAT Dashboard



“Excellent service, prompt response and great communication.”

Vehicle Concerns - CSAT Dashboard



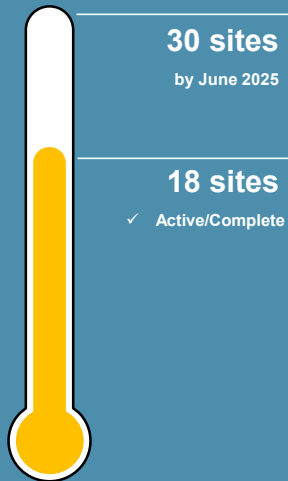
“ I am very satisfied with the outcome of my vehicle concern. The vehicle was moved a few days after it was tagged.”

Oversized & Lived-In Vehicle Enforcement (OLIVE)

Progress

(As of May 1, 2025)

Goal: Address the environmental and safety issues caused by oversized and lived-in vehicles parked on city streets



RV's & Trailers

Inventoried at OLIVE Sites: **167**

Outcomes

Vehicles towed: **10**

Tow Rate: **6%**

Personal Vehicles

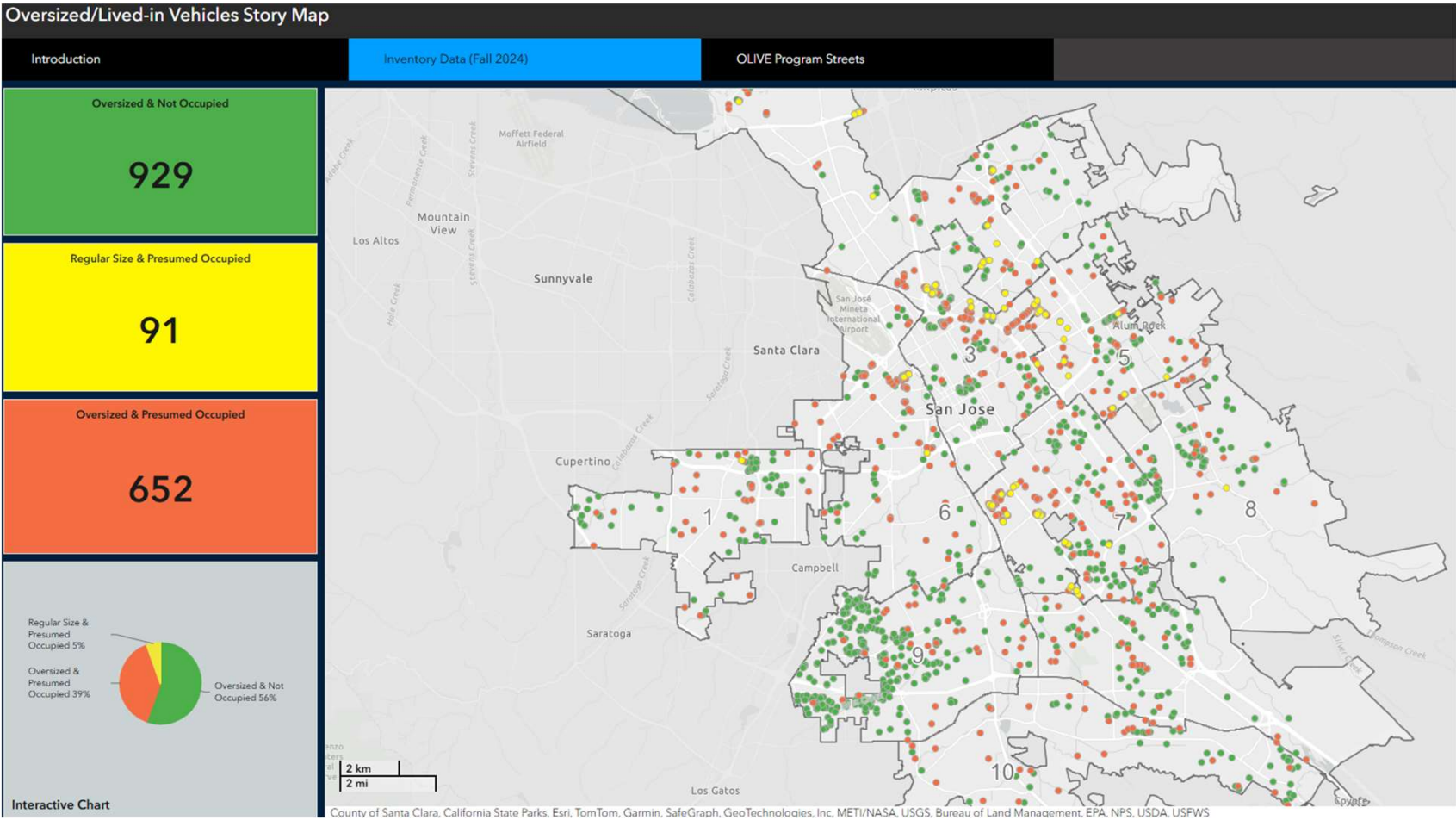
Inventoried at OLIVE sites: **514**

Outcomes

Vehicles towed: **12**

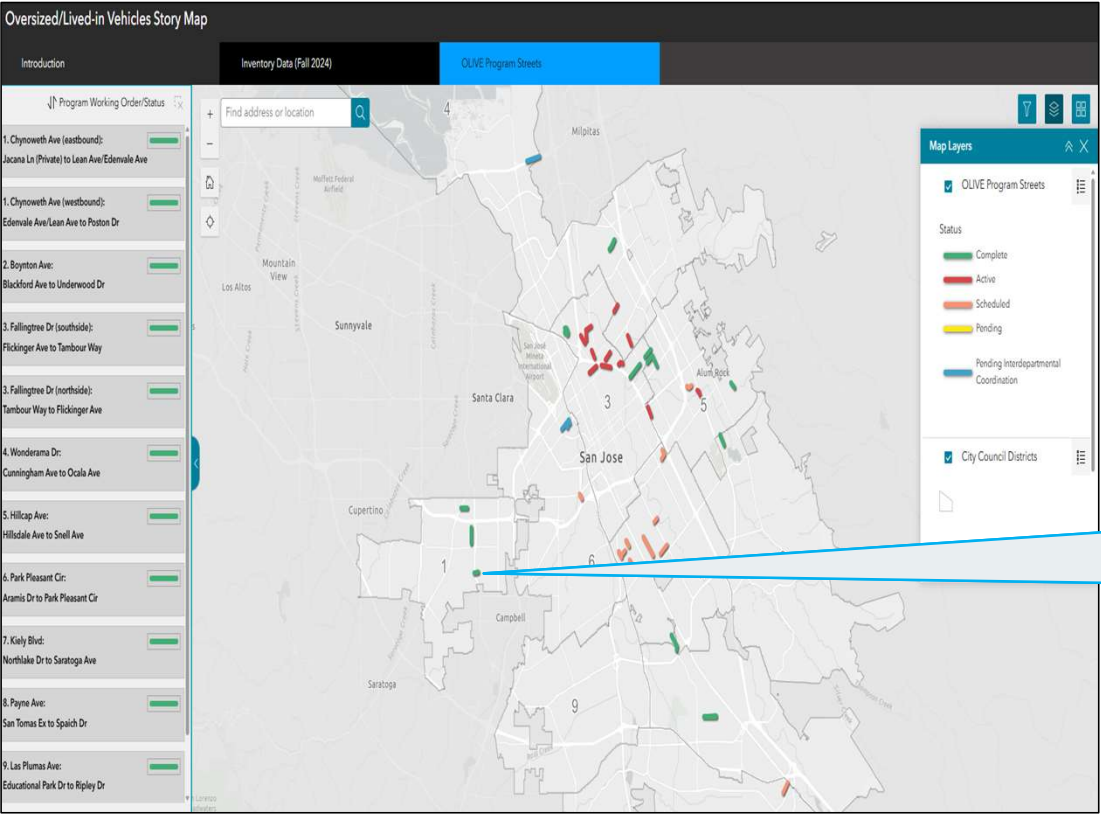
Tow Rate: **2%**

OLIVE Dashboard - Inventory

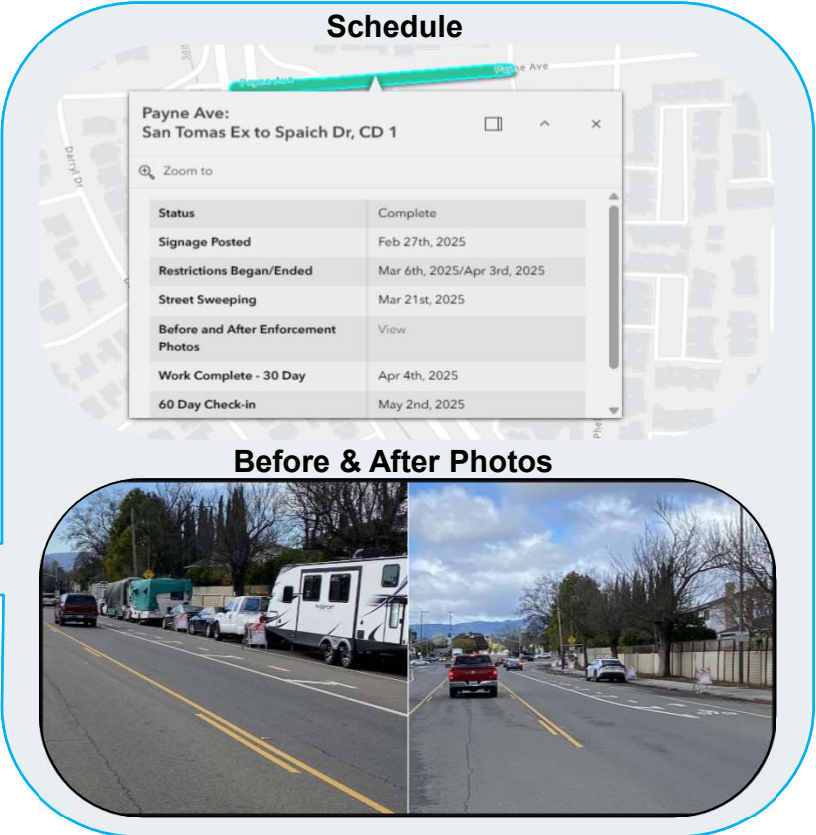


OLIVE Dashboard – Progress Map

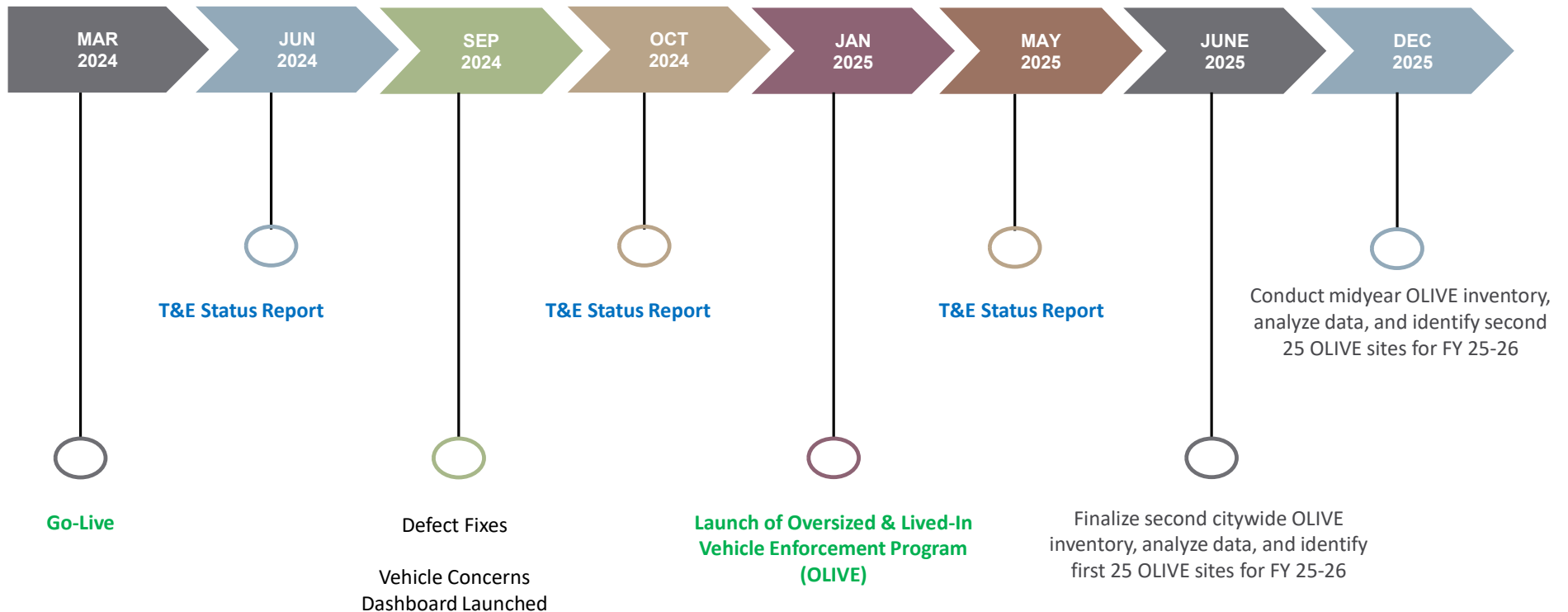
OLIVE Site Map



OLIVE Site Details
Schedule



Timeline: Next Steps



“ Thanks so much for your time and attention on this! Saw Vehicle get towed today. Thanks again! ”

Questions & Feedback

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