



(D) 2. Vehicle Concerns and Service Improvements Status Report

Transportation and Environment Committee | October 7, 2024

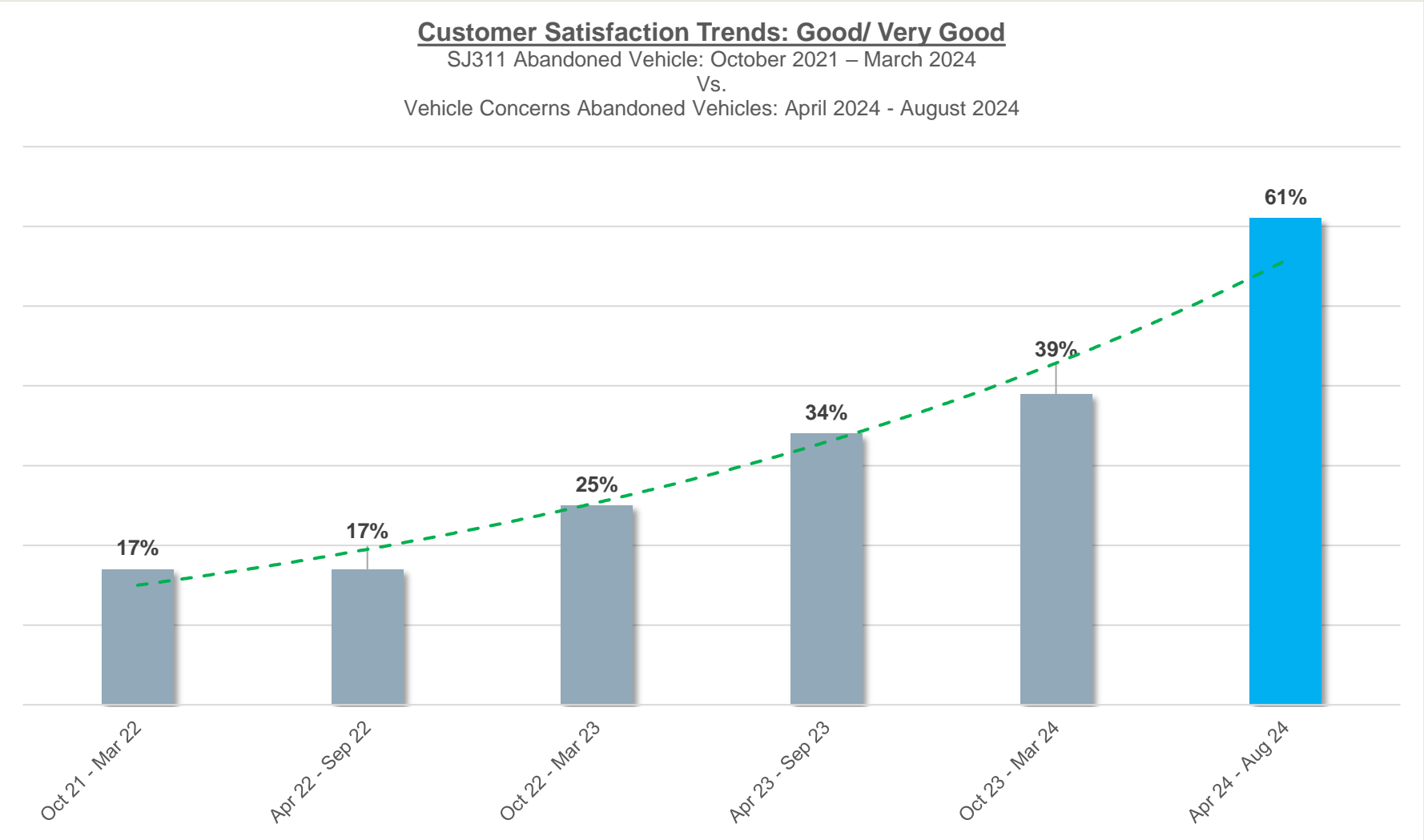
JOHN RISTOW – Director, Department of Transportation

JIM BERSIG – Assistant CIO, Information Technology Department

ARIAN COLLEN – Division Manager, Department of Transportation

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

Customer Satisfaction Trend: Good/ Very Good



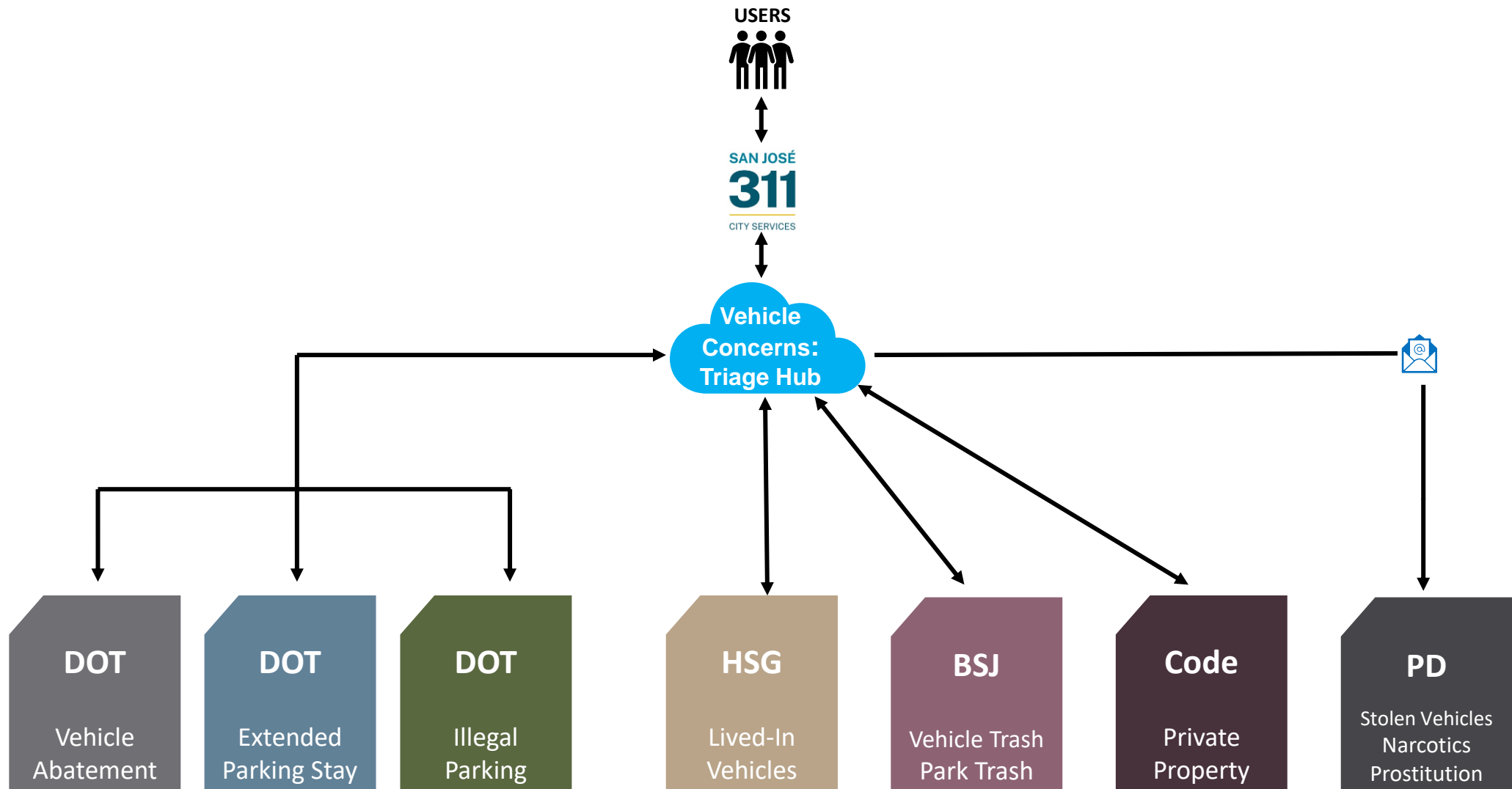
“

The timing of this was done next day and is so appreciated! Amazing response and action.

”

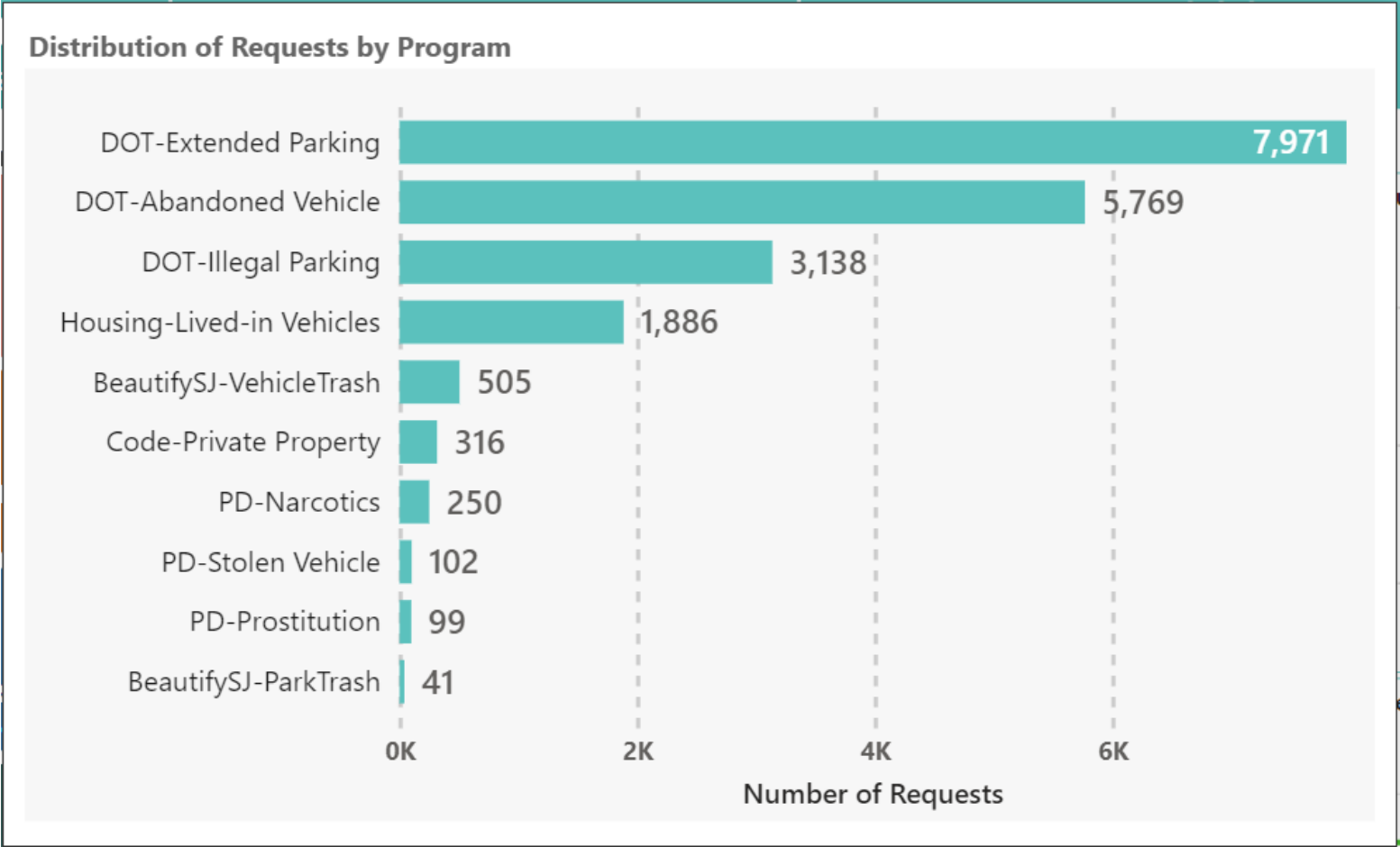
Vehicle Concerns: Triage Hub

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



Vehicle Concerns: Data

DATE RANGE: 03/28/24- 08/31/24



“ Thank you That vehicle was moved ”

Most Requested Vehicle Concern Programs

DATE RANGE: 03/28/24- 08/31/24

DOT- Abandoned Vehicle

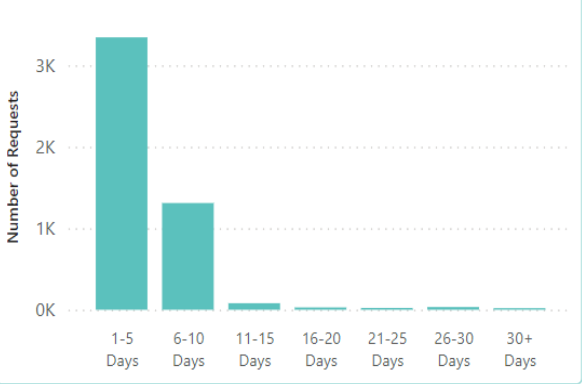
SJ311 Requests Received: **2,379**
PTCO Proactive Investigations: **3,390**
Requests closed: **5,593**

Outcomes

Vehicles towed: **1,285**
Vehicles cited: **0**

% of requests resulting in tows: **23%**

Turnaround Time



DOT- Extended Parking Stay

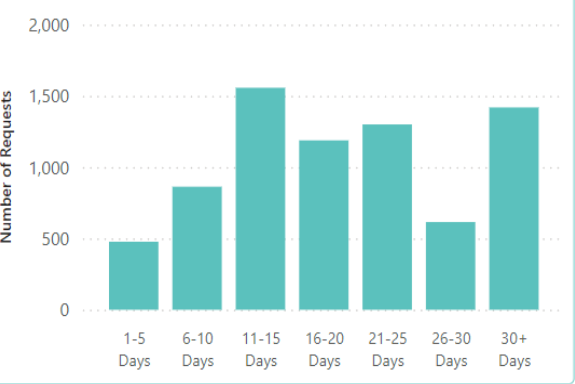
SJ311 Requests received: **7,970**
Requests closed: **7,576**

Outcomes

Vehicles towed: **11**
Vehicles cited: **425**

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

Turnaround Time



HSG- Lived In Vehicles

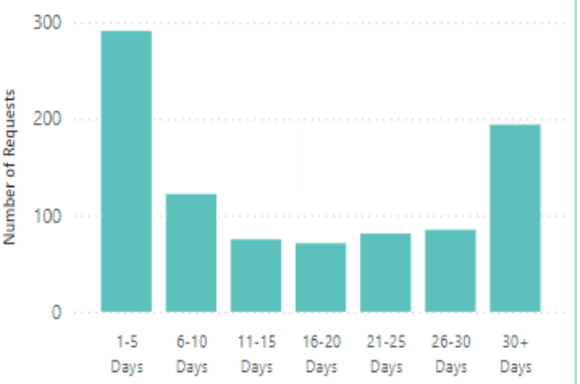
SJ311 Requests received: **1,887**
Requests closed: **993**

Outcomes

Outreach provided: **246**
Outreach attempted: **400**

% of requests resulting in outreach: **25%**

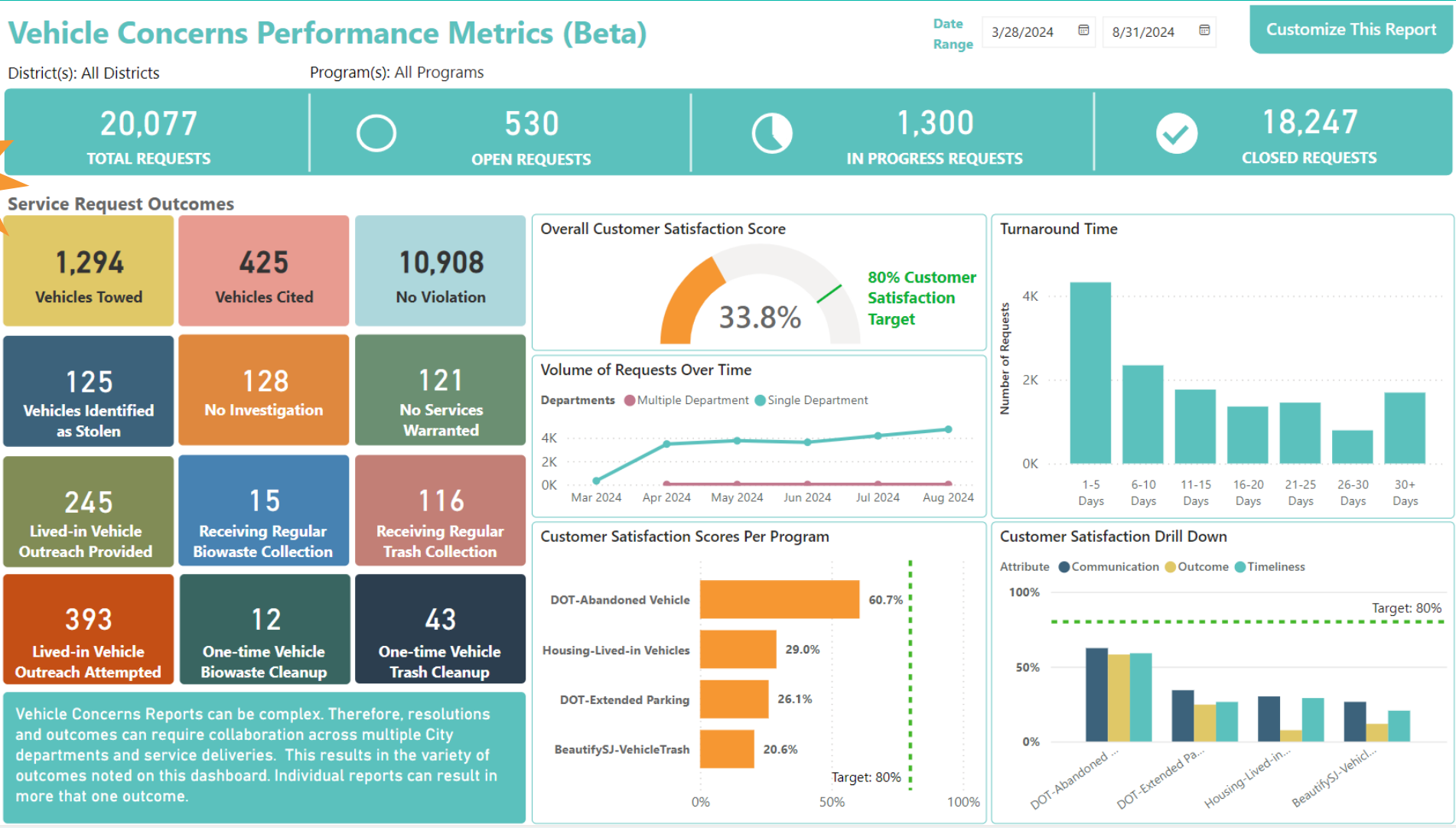
Turnaround Time



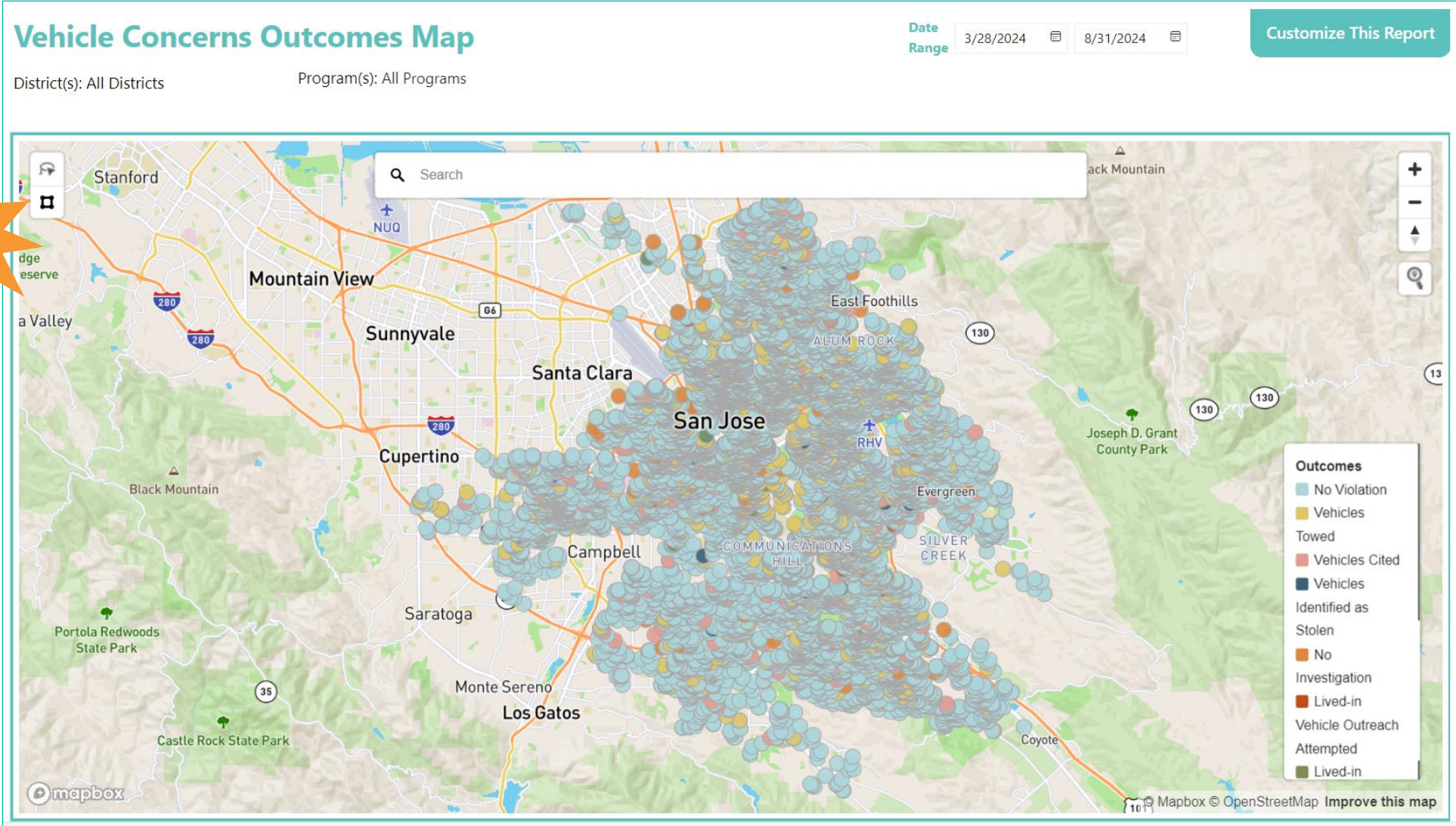
“Appreciate the response time that CSJ seems to be a little faster to cite as needed, thank you for keeping our streets safe and clean”

Vehicle Concerns- CSAT Dashboard

Sep
2024



Vehicle Concerns- CSAT Dashboard

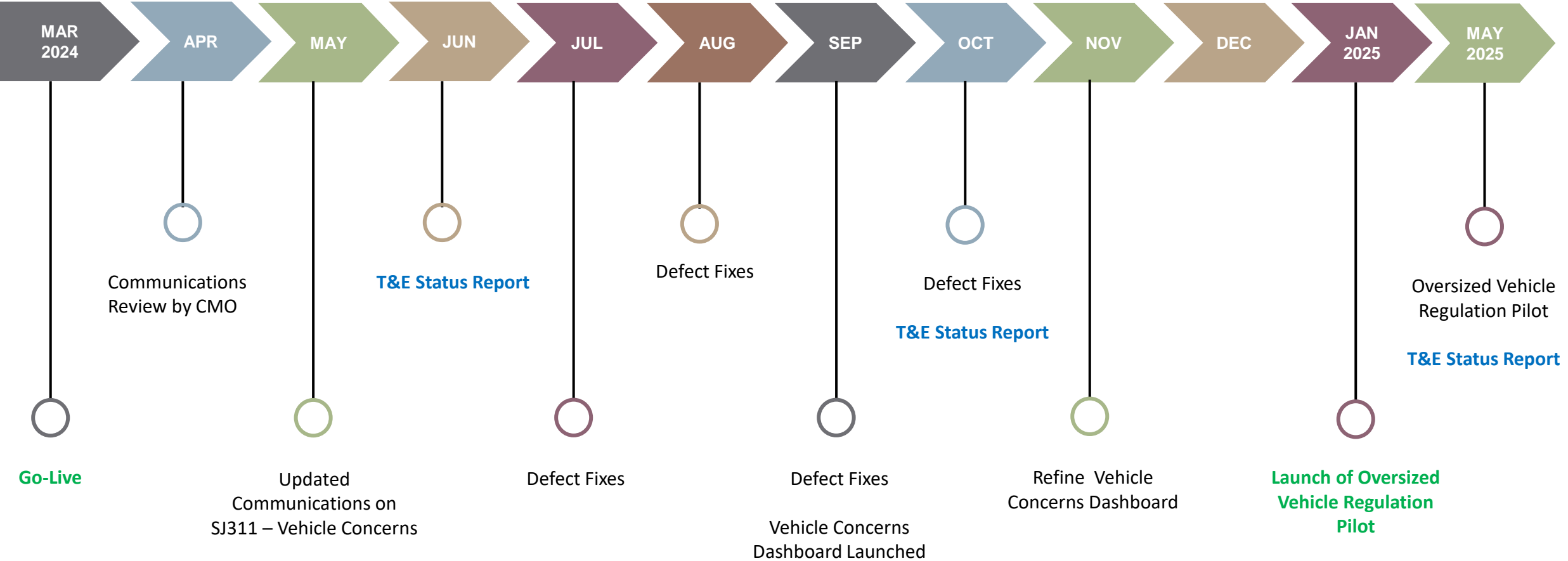



Sep 2024



“Wow! Thank you so much to the parking compliance officer and tow truck that came out yesterday to take the boat. I can now safely back out of my driveway.”

Timeline: Next Steps



 “ Good communication! Thanks! ”

Questions & Feedback

Arian Collen, Department Of Transportation, arian.collen@sanjoseca.gov

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