

Smart Cities and Service Improvements Committee

(d) 2. San José 311 Update

August 4, 2022



Khaled Tawfik, Chief Information Officer

James Dobson, Deputy Fire Chief

German Sedano, SJ311 Products-Projects Manager

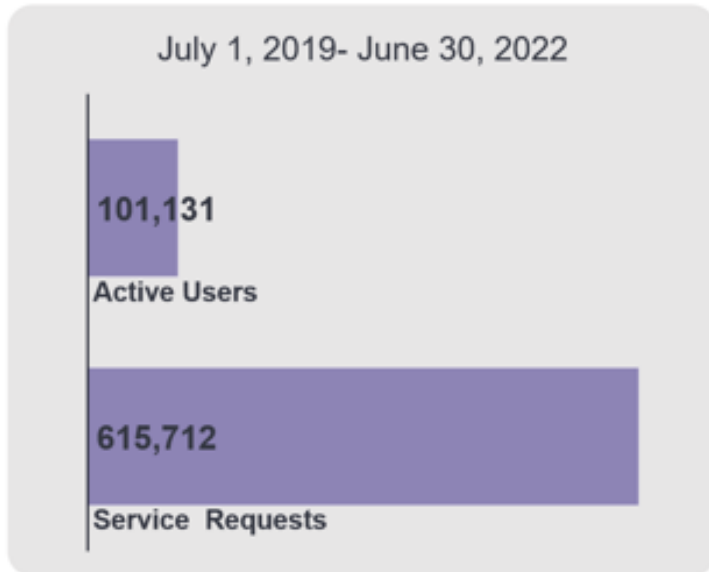
Status Report

Service Delivery Improvements +
Performance on Goals

Service Improvements for Equity +
Accessibility

New SJ311 Services

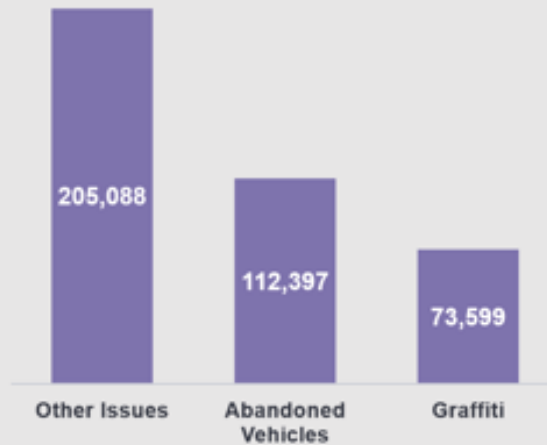
SJ311 Metrics



July 2021 – June 2022

63,599
Registered
Users

Top 3 Service Requests



Very Good and Good: 55% in FY2019-20:

Up to 64% in FY2021-22



Very Bad and Bad: 40% in FY2019-20:

Down to 32% in FY 2021-22

Since July 2019:

933 Users

have accessed **SJ311 Language Translation Functionality**

SJ311 Turnaround Time report

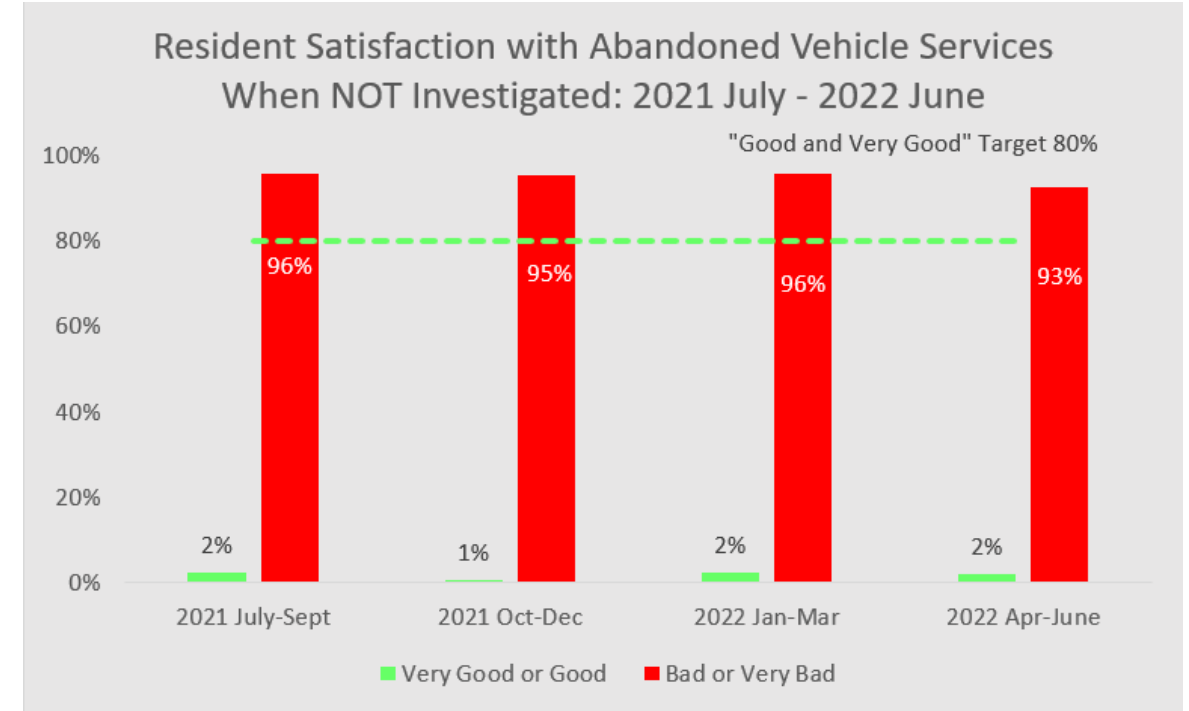
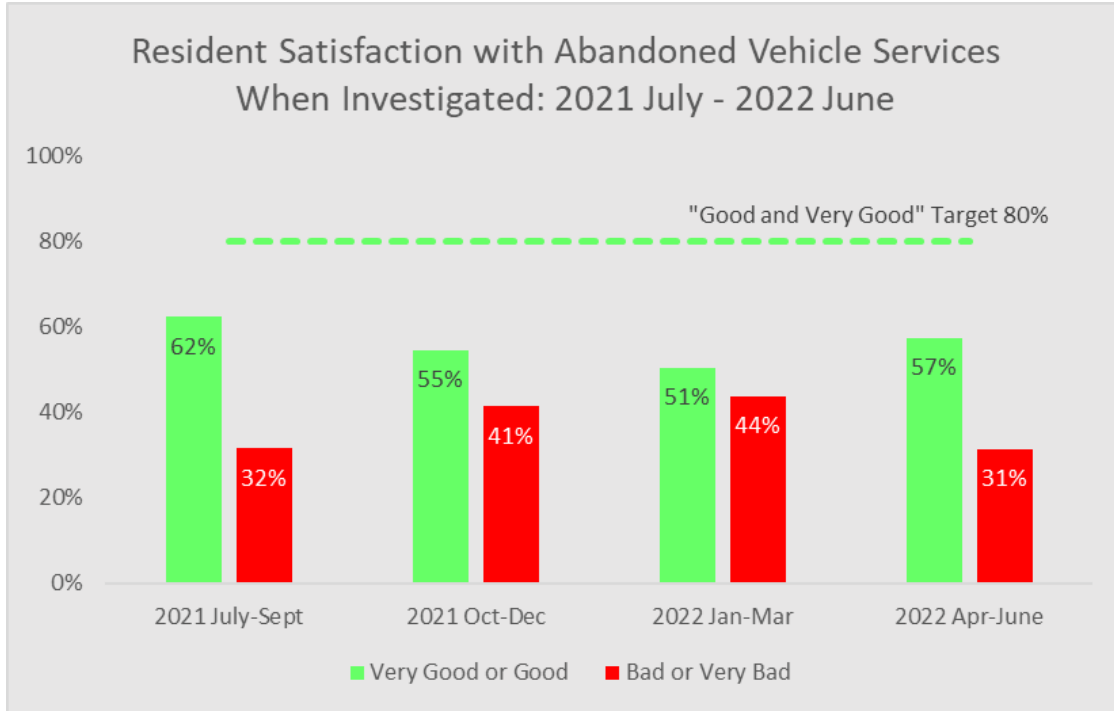
Service Performance to Resolution Targets

July 2021 – June 2022

Service	Goal Resolution Time	% of Requests Meeting Goal
Abandoned Vehicles	≤14 Days	96.26%
Graffiti	≤3 Days	79.37%
Illegal Dumping	≤5 Days	90.70%
Other Issues	≤2 Days	96.17%
Pothole	≤2 Days	89.76%
Streetlight Outage	≤16 Days	72.57%

TARGET ≥ 80%
requests closed
within Goal
Resolution
Time

Service Delivery Improvements: Vehicle Abatement

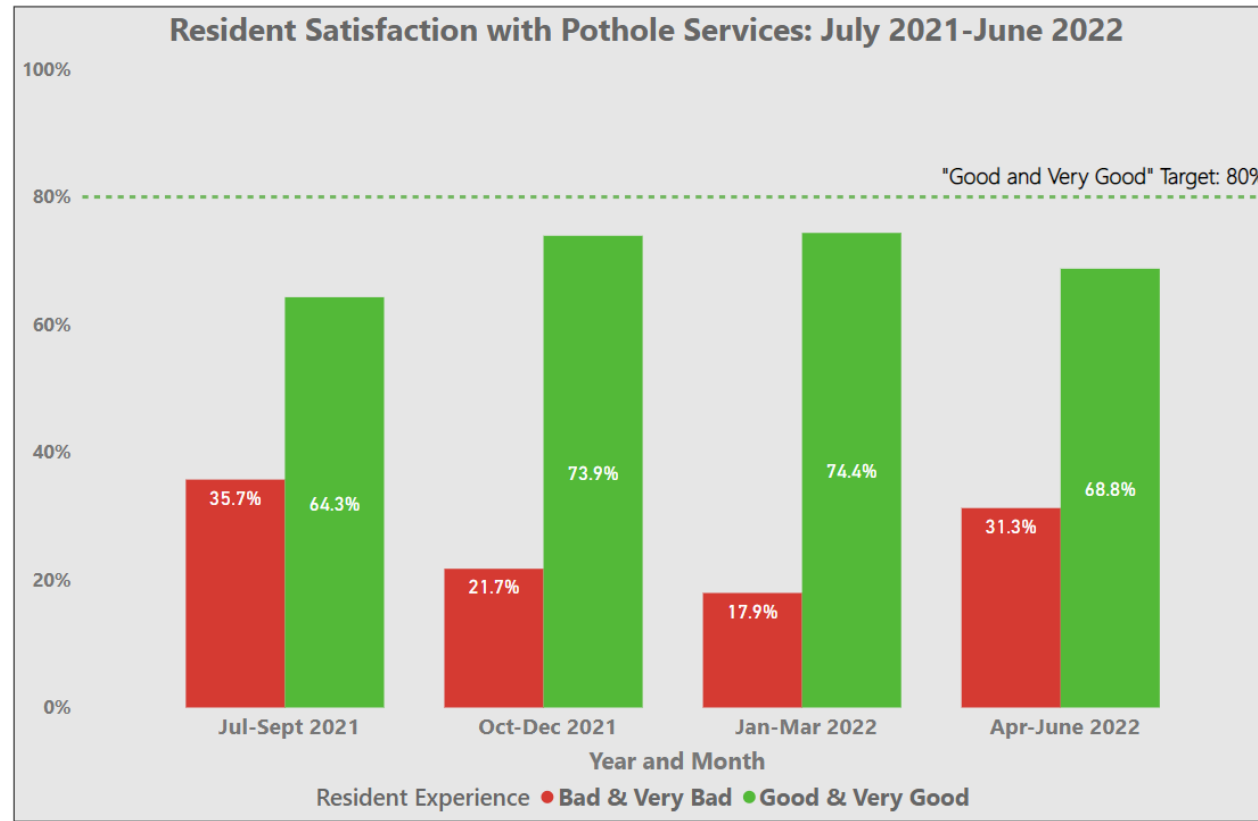



- When a reported vehicle is investigated an average of **56%** of Residents rate the service as Very Good and Good
- When the vehicle is towed, the number increases to **88%**

Coming in 2022:

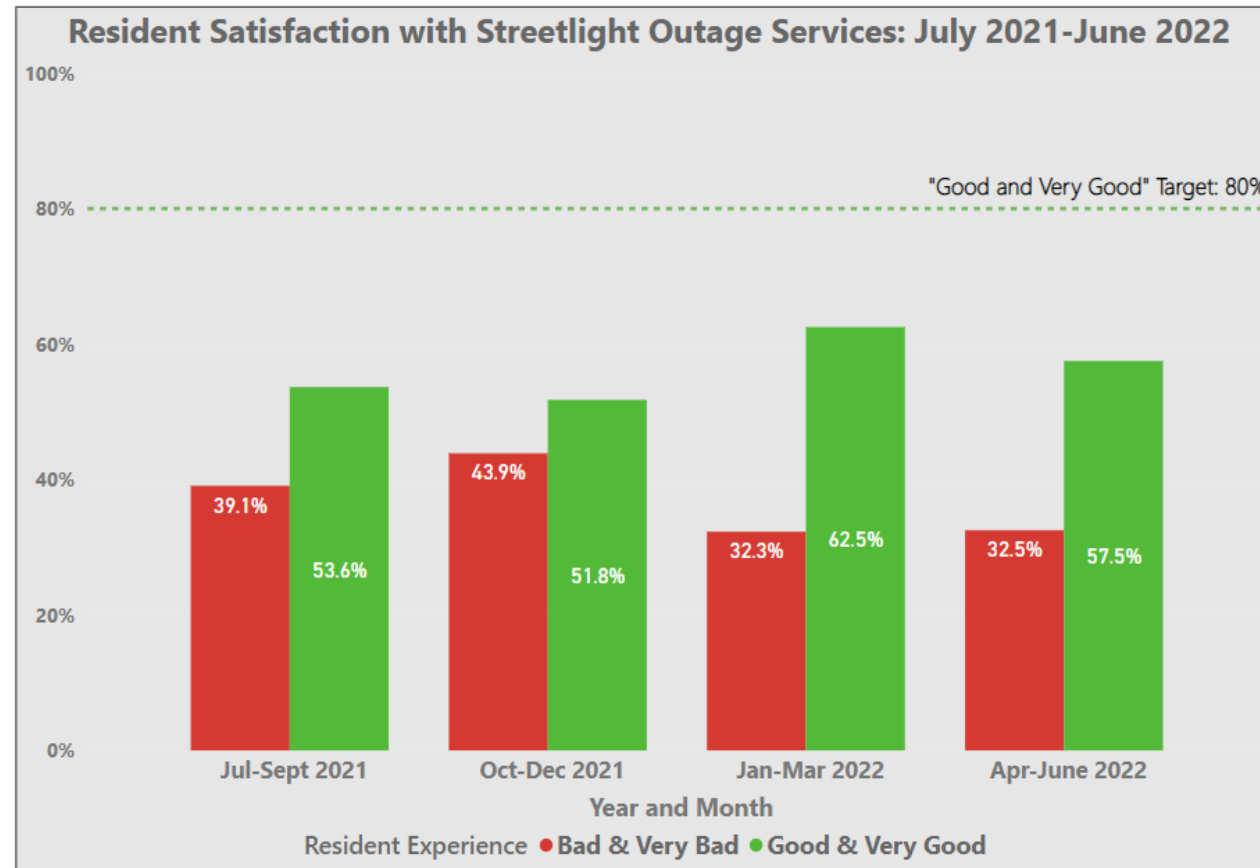
- Updates to SJ311 Abandoned Vehicles reporting form– requiring residents to identify one of 15 existing specific conditions qualifying a vehicle for investigation, prior to submitting a request
- Add photo examples to SJ311 list of specific conditions a vehicle must meet to qualify for an abandoned vehicle investigation
- Multi-departmental approach to address vehicle complaints beyond standard abatement– “BeautifySJ Vehicle Blight”

Service Delivery Improvements: Potholes



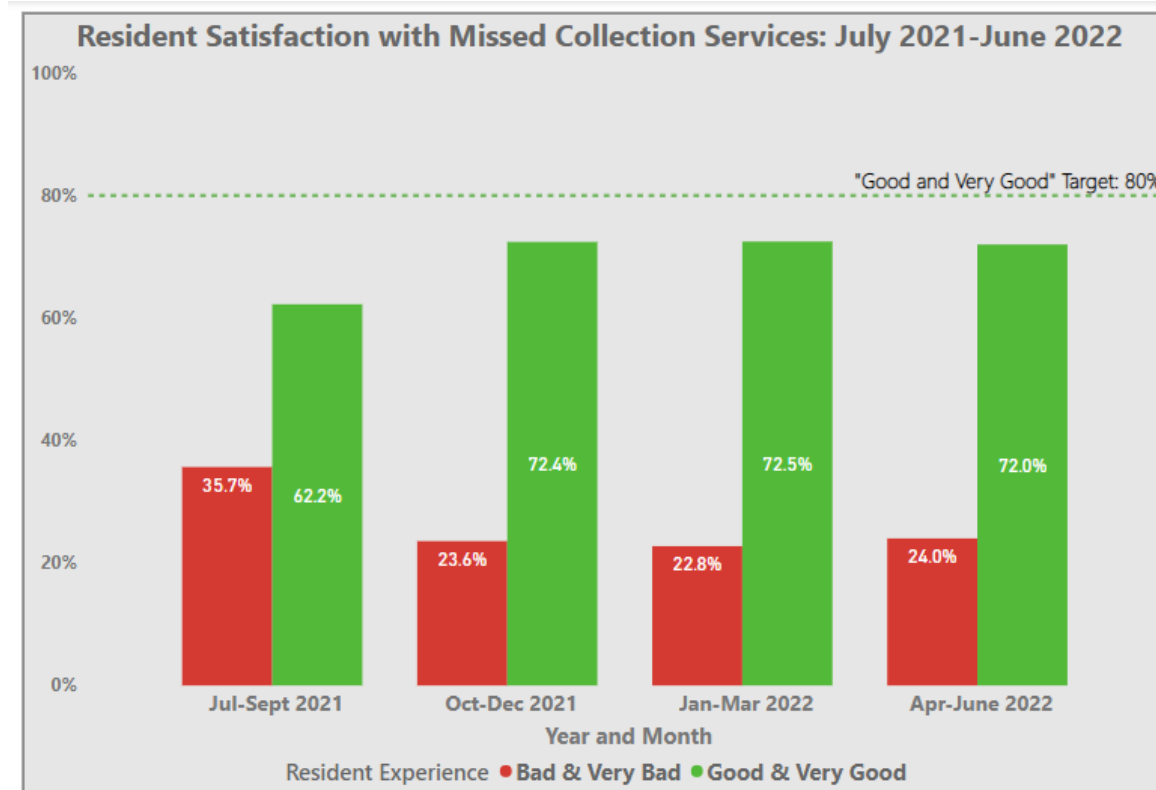
- 5%  during the last 4 quarters
- 90% of requests met turnaround time targets
- **Actions taken:** Updated messaging with SJ311 users and database migrated to Unity in June 2022


Service Delivery Improvements: Streetlights Outage



- 4% ↑ during the last 4 quarters
- 73% of requests met turnaround time targets
- **Actions Taken:** Updated messaging with SJ311 Users
- **Coming in 2022:** Database migration to Unity by December 2022

Service Delivery Improvements: Missed Collections



- 10%  during the last 4 quarters
- **Coming in 2022:**
 - Steps to prevent accidental closure of service requests
 - Update the user interface
 - Update automated email communications to improve instructions and guidelines

Status Report

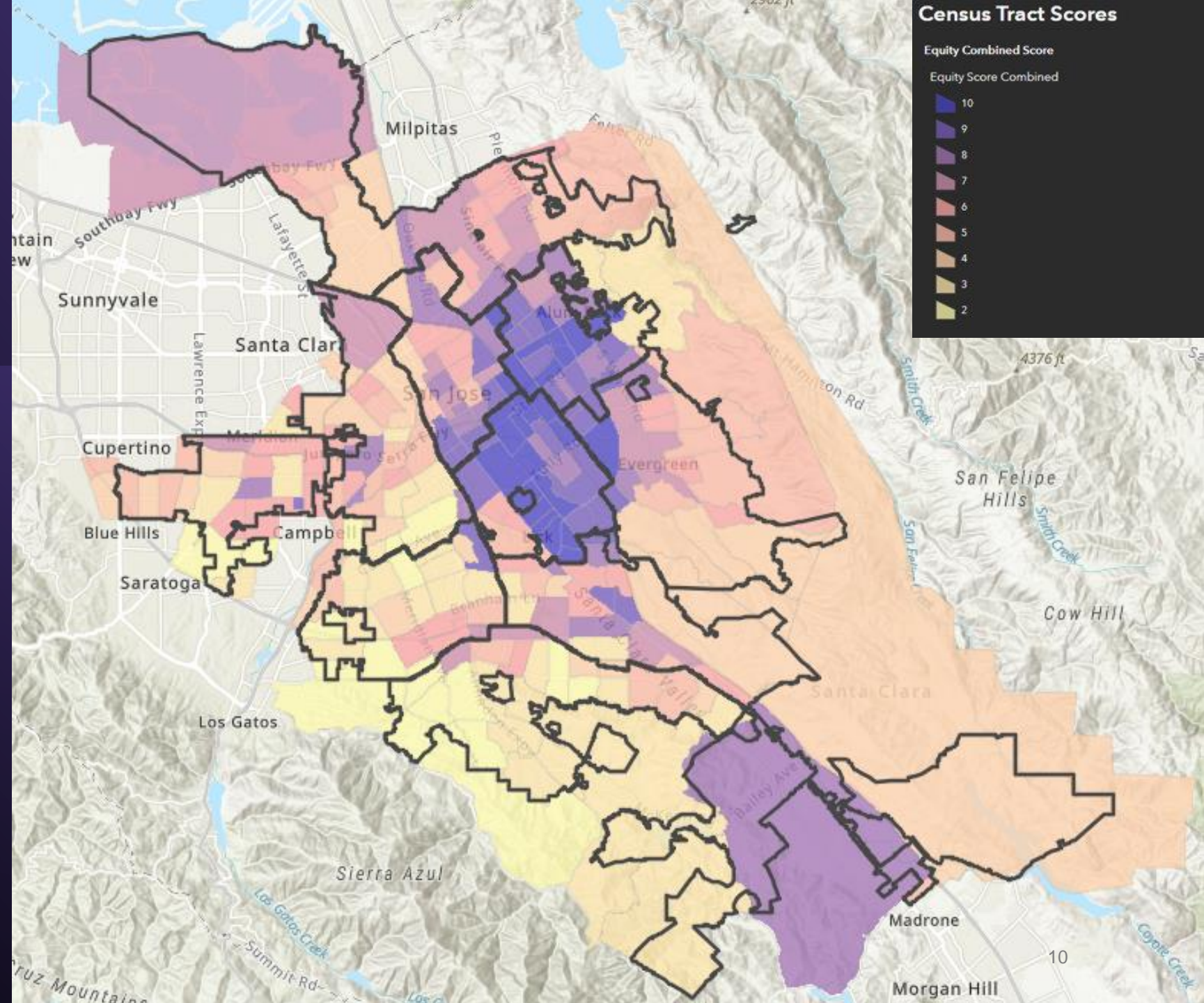
Service Delivery Improvements &
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New SJ311 Services

San Jose Equity Atlas

Darker the shade of blue on the map, the higher the number of people of color and lower income living in the neighborhood.





Get It Done!
¡Hazlo!
Hãy Hoàn Tất!

SAN JOSÉ
311

CITY SERVICES
 SERVICIOS DE LA CIUDAD
 CÁC DỊCH VỤ THÀNH PHỐ

For ALL non-emergency City service requests.
 Para TODAS las solicitudes de servicio de la ciudad que no sean de emergencia.
 Cho TẤT CẢ những yêu cầu dịch vụ Thành Phố không khẩn cấp.





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TẢI XUỐNG
ứng dụng



GỌI
3-1-1



TRUY CẬP
sanjoseca.gov/311

Vietnamese

Community Outreach



“They provided great clarification around the types of services SJ311 can address, opened our eyes to new possibilities for ways to engage”

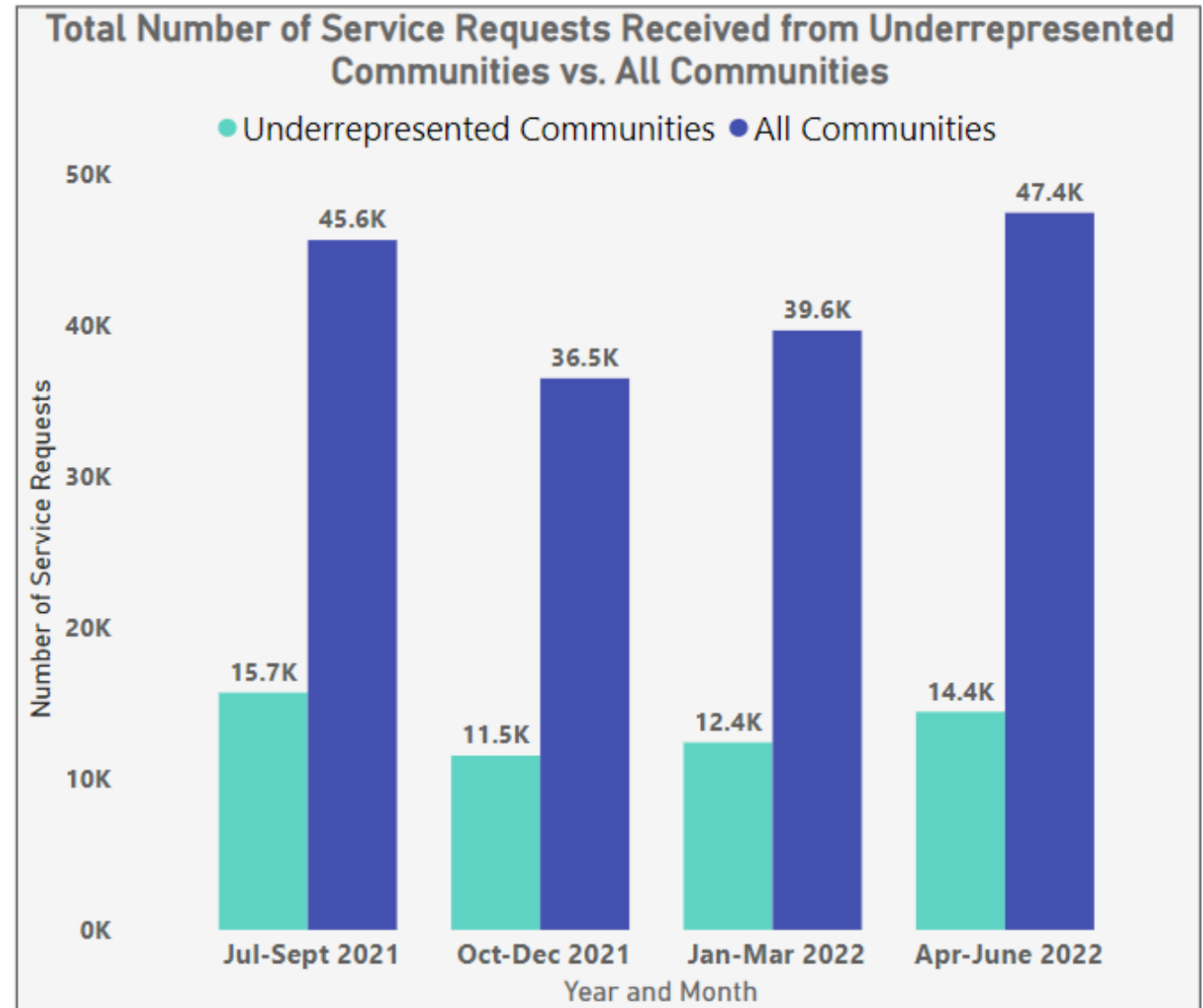
Nicole Buccalo, ACSW



Service Requests from Underrepresented Communities



Last 3 Quarters:

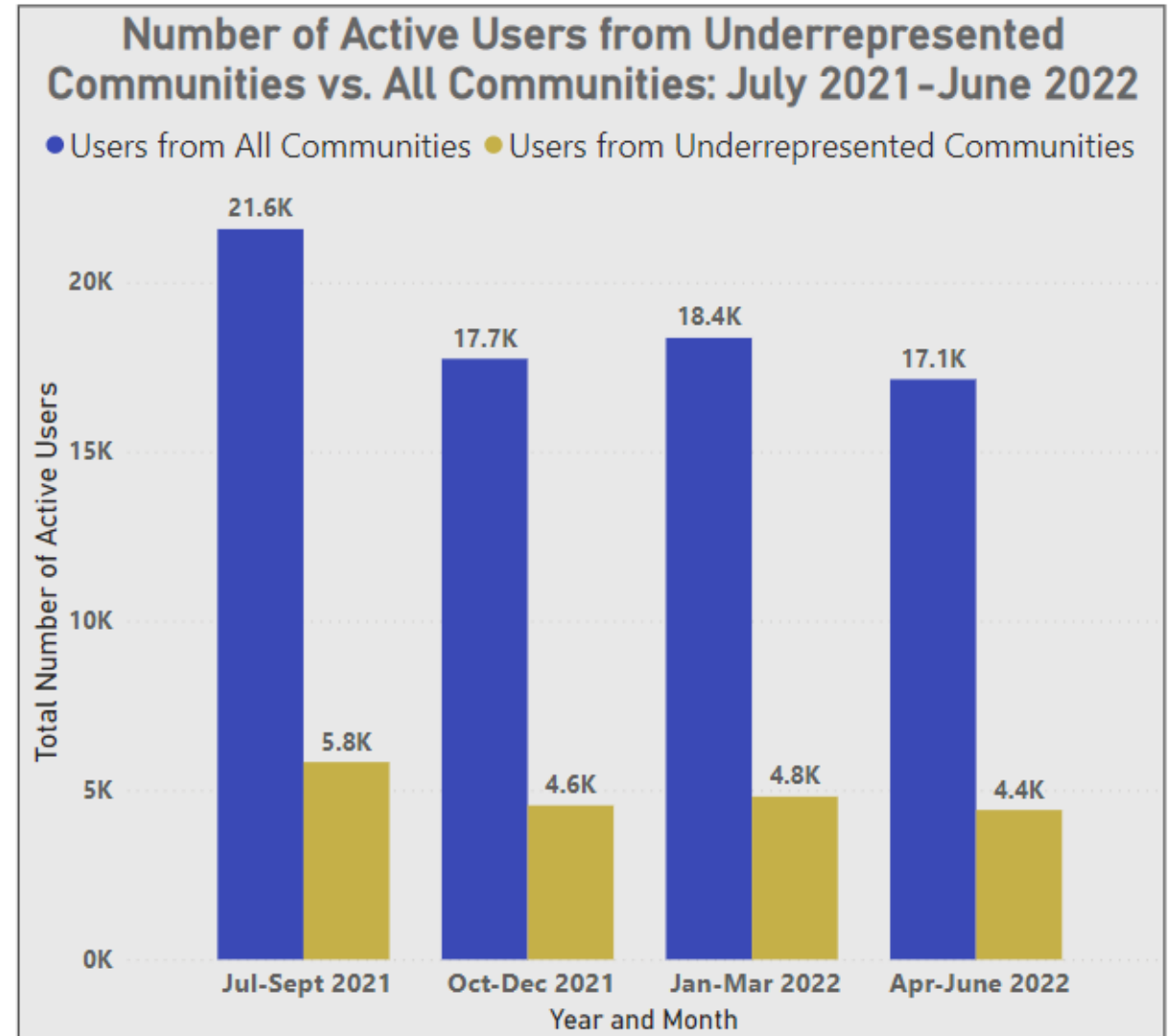
- **30% net**  in the number of service requests from 'All Communities'
- **25% net**  in the number of service requests from 'Underrepresented Communities'



Users from Underrepresented Communities


Last 3 Quarters:

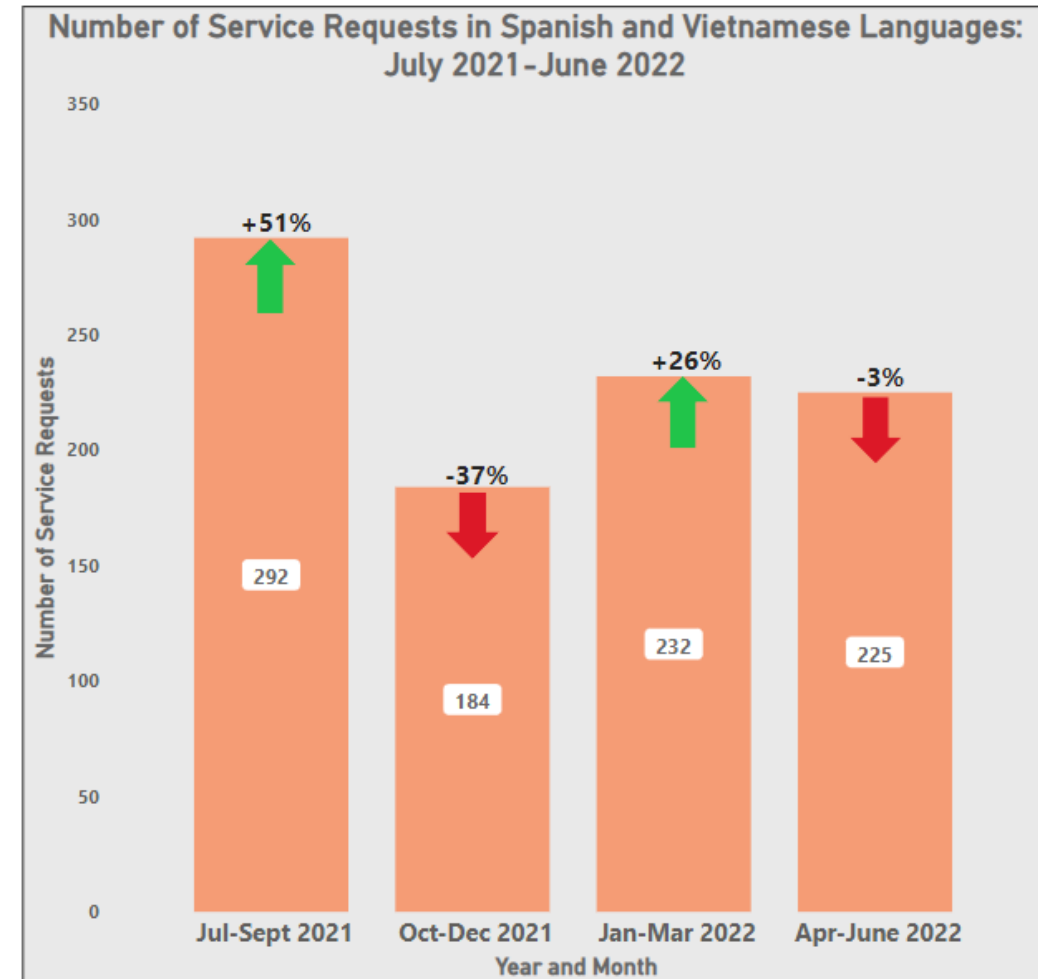
- **3.4%** net  in the number of active users from 'All Communities'
- **3.0%** net  in the number of active users from 'Underrepresented Communities'



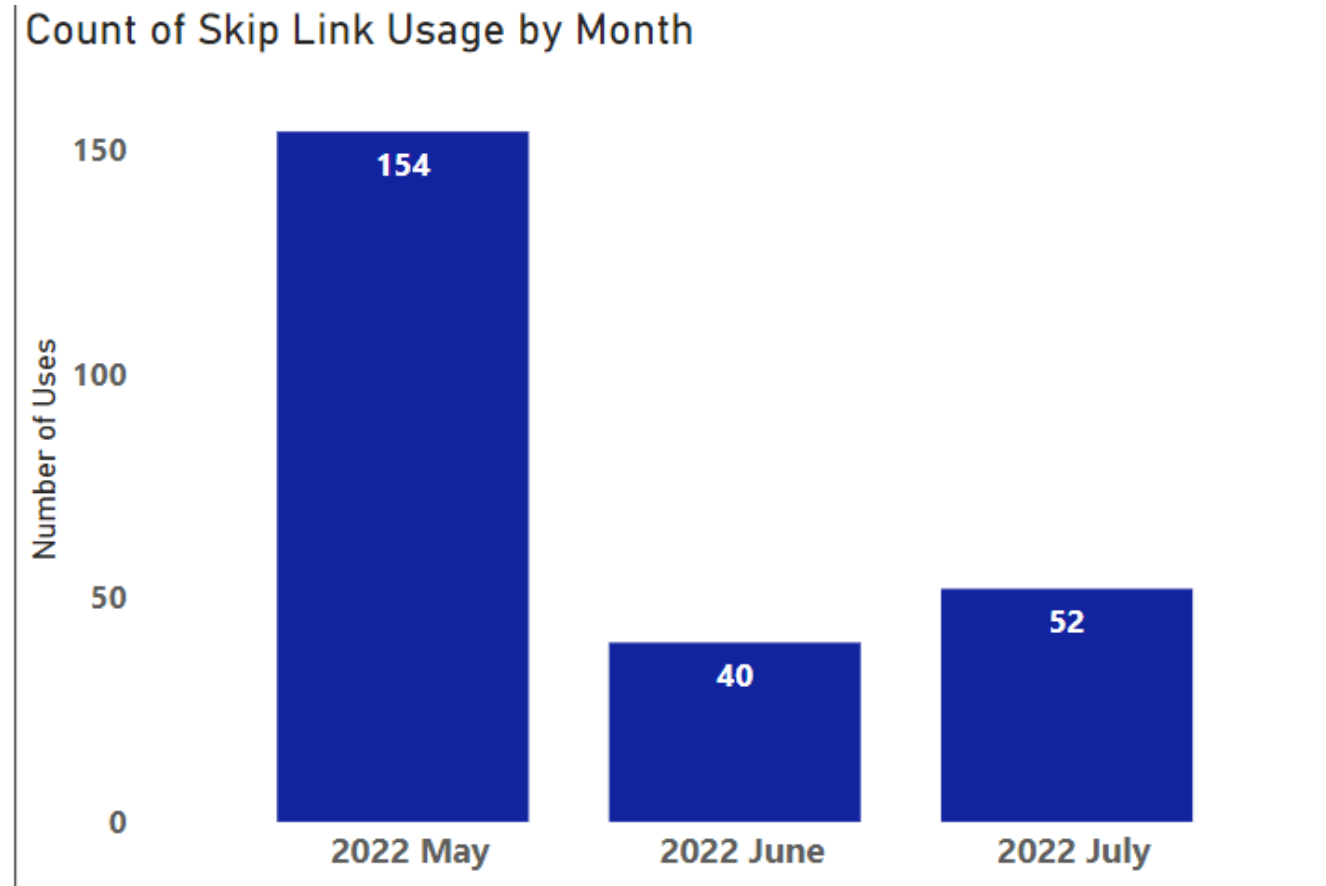
Service Requests in Spanish and Vietnamese

Last 3 Quarters:

- **22.3%** net  in the number of service requests received in Spanish and Vietnamese languages
- Active marketing campaigns launched in April 2022



Accessibility Metrics



Graph contains data up to and including July 25, 2022

Status Report

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New SJ311 Services

New SJ311 Services

Five new services live between March and July 2022



Community
Wi-fi



Illegal
Fireworks



Affordable
Housing



Eviction
Prevention



Pay Utility
Bills

New SJ311 Services

Scheduled to go live in September 2022



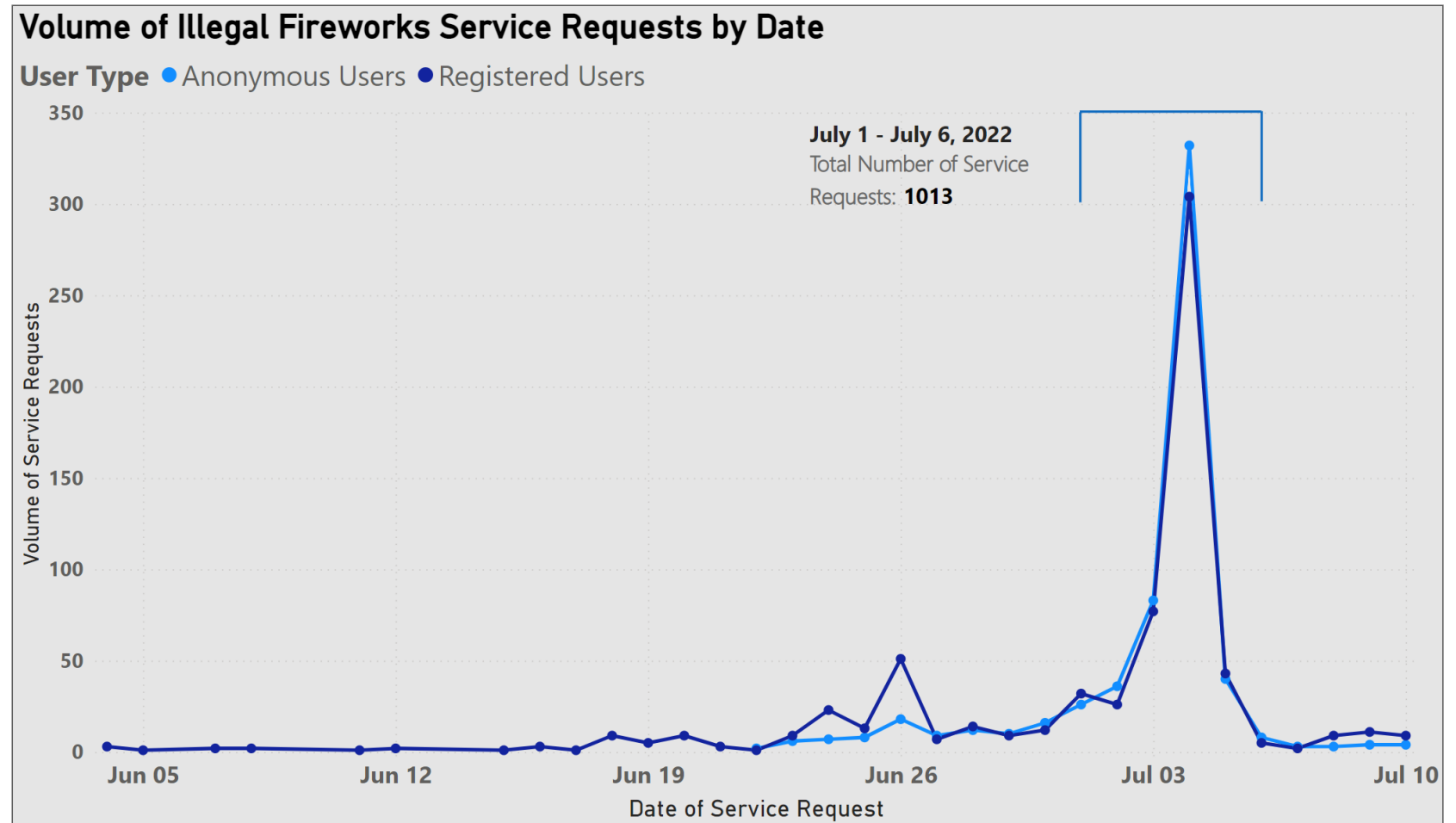
Rent Registry
Tenant Portal

New key initiatives

BeautifySJ:

- 1) Encampments Management**
- 2) Vehicle Blight**

Illegal Fireworks- Volume of Reports



Easier reporting and better analytics, including hot spot mapping

Communications Examples

FED UP WITH FIREWORKS?

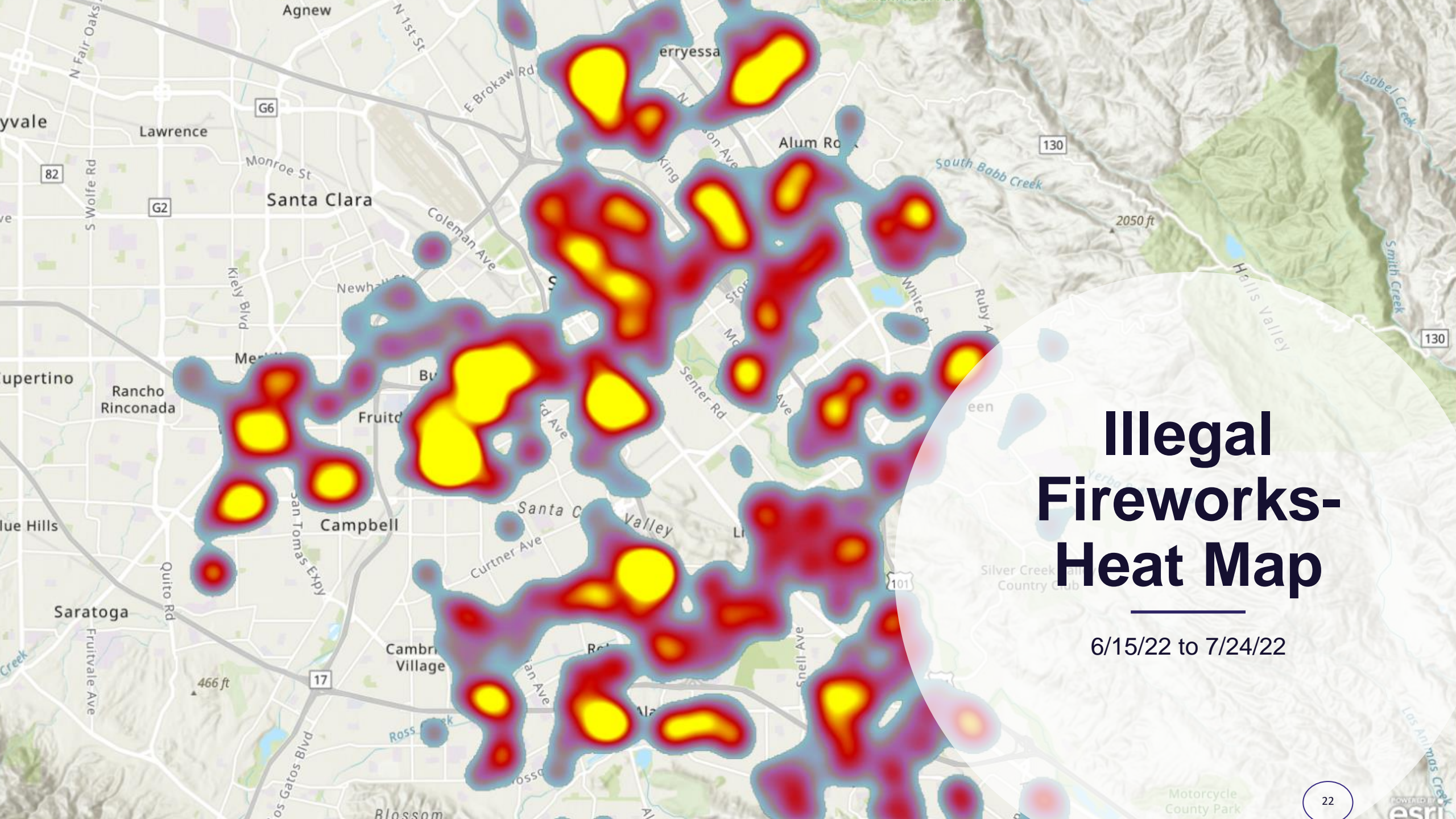
Report violators online.

SNAP. CLICK. REPORT.

sanjoseca.gov/fireworks

Hotline: 408-535-5600





Illegal Fireworks- Heat Map

6/15/22 to 7/24/22

Accomplishments for 2022

1. Ability to deploy new services faster and at lower cost in March 2022
2. A new Data Analyst joined SJ311 team in April 2022
3. Cycles with service teams to develop service enhancements
4. Collaboration with Communications Office for marketing campaigns
5. Increased collaboration with community outreach groups
6. Five new services added

Unsung Heroes



Unsung Heroes



Vehicle Abatement Team



Residential Garbage and Recycling Team

Left to Right: Anthony, Riley, Lindy, Emy, Alyssa, Junko, Hannah, Donna, Alana, Jeff

Not Pictured: Jerry, Peggy

Unsung Heroes



Streetlight Outage Team

Left to Right: Marty, Tony, Juan, Jimmy, Fred, Shawn, Martel



Affordable Housing Team

Clockwise: Dave, Rache, Rosa, Dhruv, Shelsy

Unsung Heroes



Eviction Prevention Team

Pictured above: Emily, Theresa, Myranda, Sandra, Diana, Evelyn, Gabriela, Janette, Jeremy, Jocelyn, Ke, Lucy, Maria, Precious, Victor

Feedback and Questions

San José 311 Service Owners

SERVICE	SERVICE OWNER	EMAIL
Abandoned Vehicles	Heather Hoshii	Heather.Hoshii@sanjoseca.gov
Affordable Housing	Dave Bopf	dave.bopf@sanjoseca.gov
Community WiFi	Ann Grabowski	ann.grabowski@sanjoseca.gov
Eviction Prevention	Emily Hislop	Emily.Hislop@sanjoseca.gov
Graffiti	Olympia Williams	Olympia.Williams@sanjoseca.gov
Illegal Dumping	Olympia Williams	Olympia.Williams@sanjoseca.gov
Illegal Fireworks	Rachel Roberts	Rachel.Roberts@sanjoseca.gov
Other Issues	Kia O'Hara	kia.o'hara@sanjoseca.gov
Pothole	Miguel Cortinas	Miguel.Cortinas@sanjoseca.gov
Pothole	Frank Farshidi	frank.farshidi@sanjoseca.gov
Residential Garbage and Recycling	Jeff Anderson	Jeff.Anderson@sanjoseca.gov
Streetlights	Eric Hon	eric.hon@sanjoseca.gov