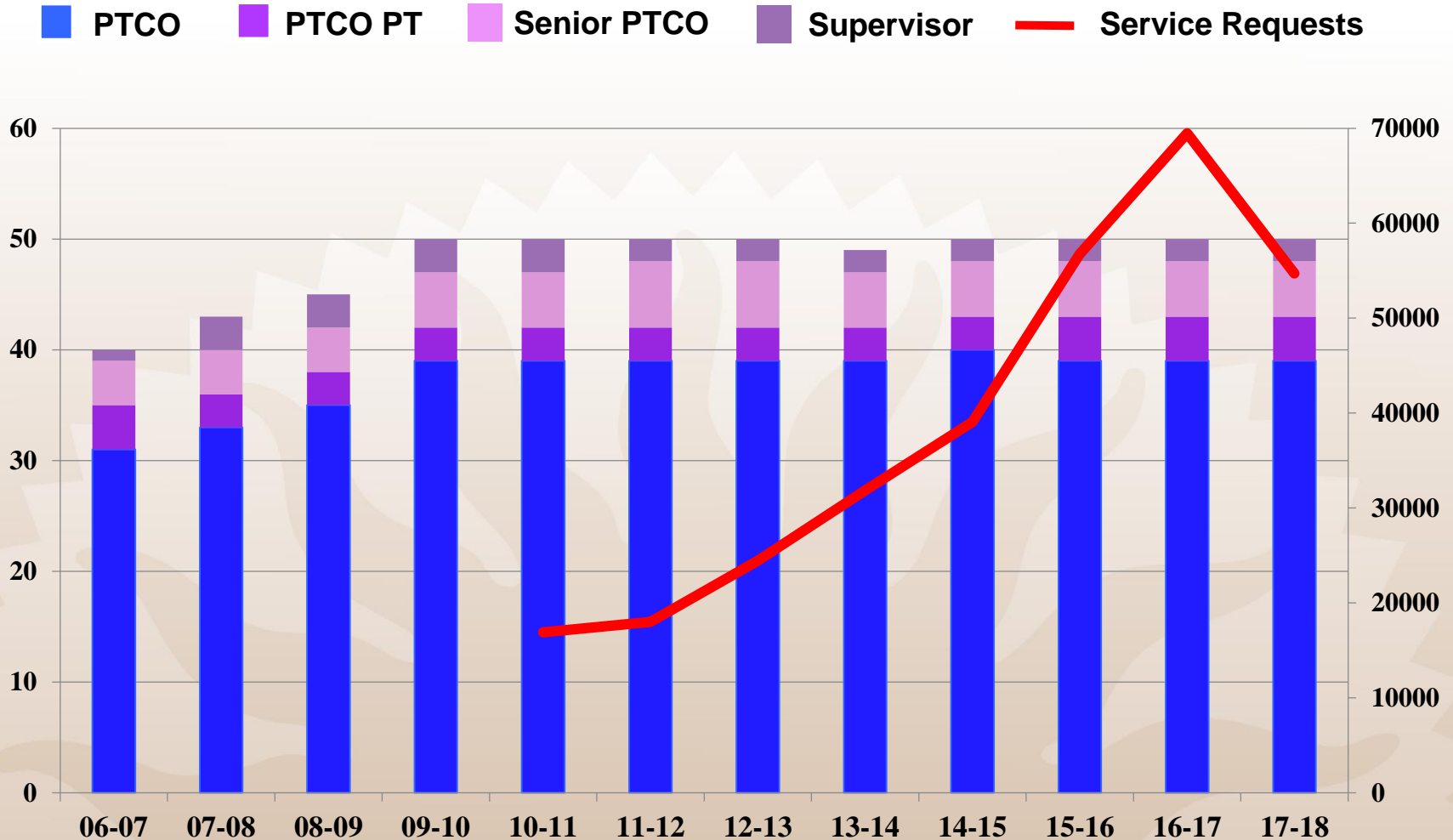


Vehicle Abatement Services Audit

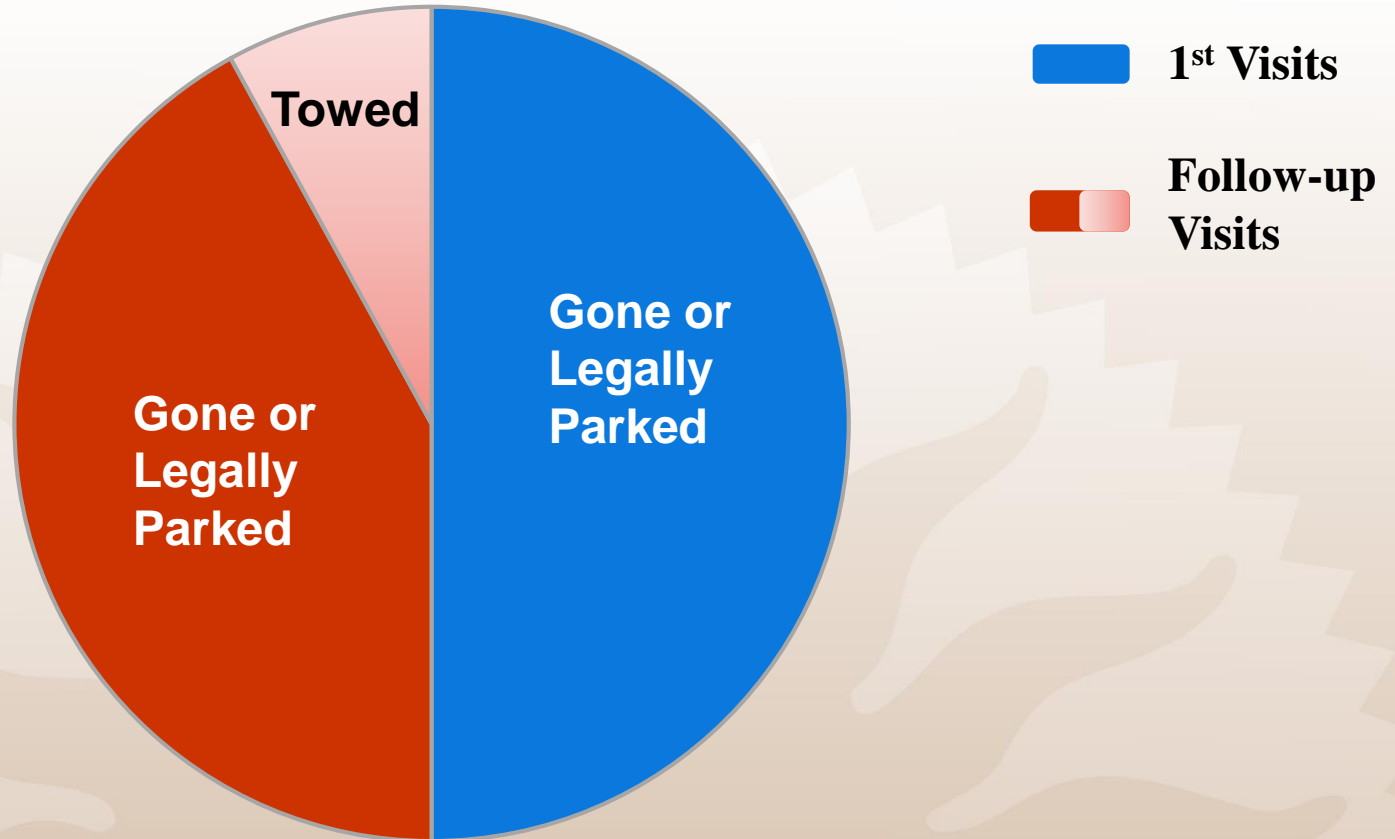


Transportation & Environment Committee
September 10, 2018

VA Workload Relative to PCU Staffing



VA Service Activity



Balancing Parking Service Priorities

Greater Downtown

Street Sweeps

22500 Response

School Zones

Sign Checks

Tow Support

Traffic Control

Residential Permits

Vehicle Abatement

Commercial &
Business Districts

**24/7 Parking
Compliance
Program**



VA Service Improvements

- VA activities coordinated with other PCU activities
- Pilot using contract staff
- Unity workflow management system integrated with My San Jose app
- Data analytics supporting resource deployment
- Additional MDT equipment and certified PTCOs

Audit Recommendations

	Recommendation	Green, Yellow, Red	Budget Impacts
1	Establish internal performance targets for VA response times (<i>Agree</i>)	Green	
2	Prioritize timeliness of VA initial visits (<i>Agree</i>)	Yellow	✓
3	Prioritize vehicles that are likely abandoned based on first visit (<i>Conceptually Agree</i>)	Yellow	
4	Establish performance expectations for VA site visits (<i>Conceptually Agree</i>)	Green	
5	Address data synchronization, user interface, customer communication, language access, in <i>My San Jose 2.0</i> (<i>Generally Agree</i>)	Green & Yellow	✓
6	Develop alternate service request category for “abandoned vehicles” in <i>My San Jose</i> (<i>Conceptually Agree</i>)	Yellow	

Audit Recommendations

	Recommendation	Green, Yellow, Red	Budget Impacts
7	Revise text of 72-hour VA warning notice <i>(Agree)</i>	Green	
8	Include tow hearing process on DOT and PD websites <i>(Agree)</i>	Green	
9	Include Private Property VA program information on VA website and <i>My San Jose</i> FAQs <i>(Agree)</i>	Green	
10	Refer inhabited vehicle cases to Housing outreach teams after first VA vehicle visit <i>(Agree)</i>	Green	
11	Establish a Safe Parking Program for overnight parking <i>(Conceptually Agree)</i>	Green	✓
12	Adjust vehicle impound release fee & consider subsidized fee for low-income vehicle owners for first time tows <i>(Conceptually Agree)</i>	Yellow	✓

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