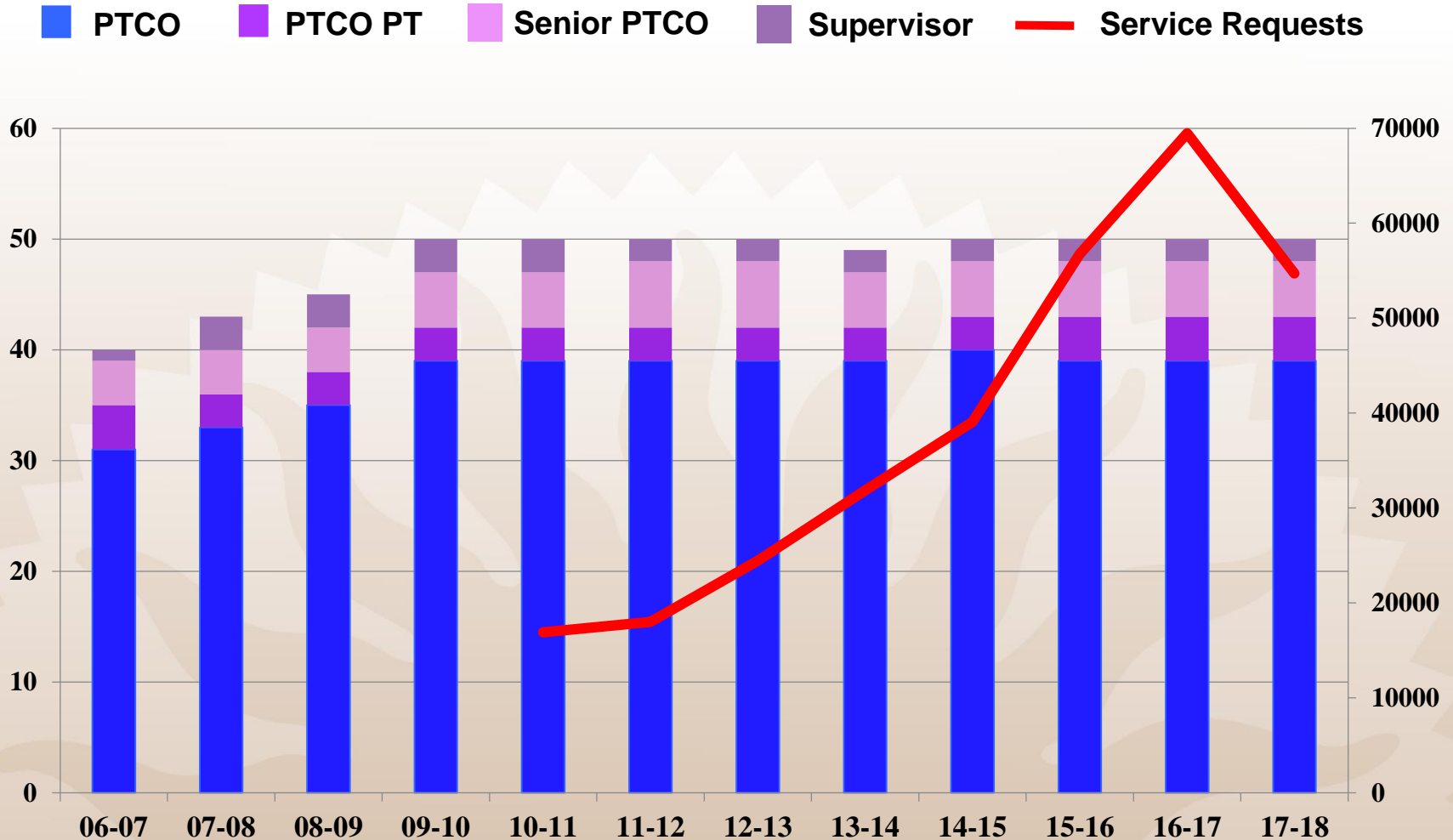


Vehicle Abatement Services Audit

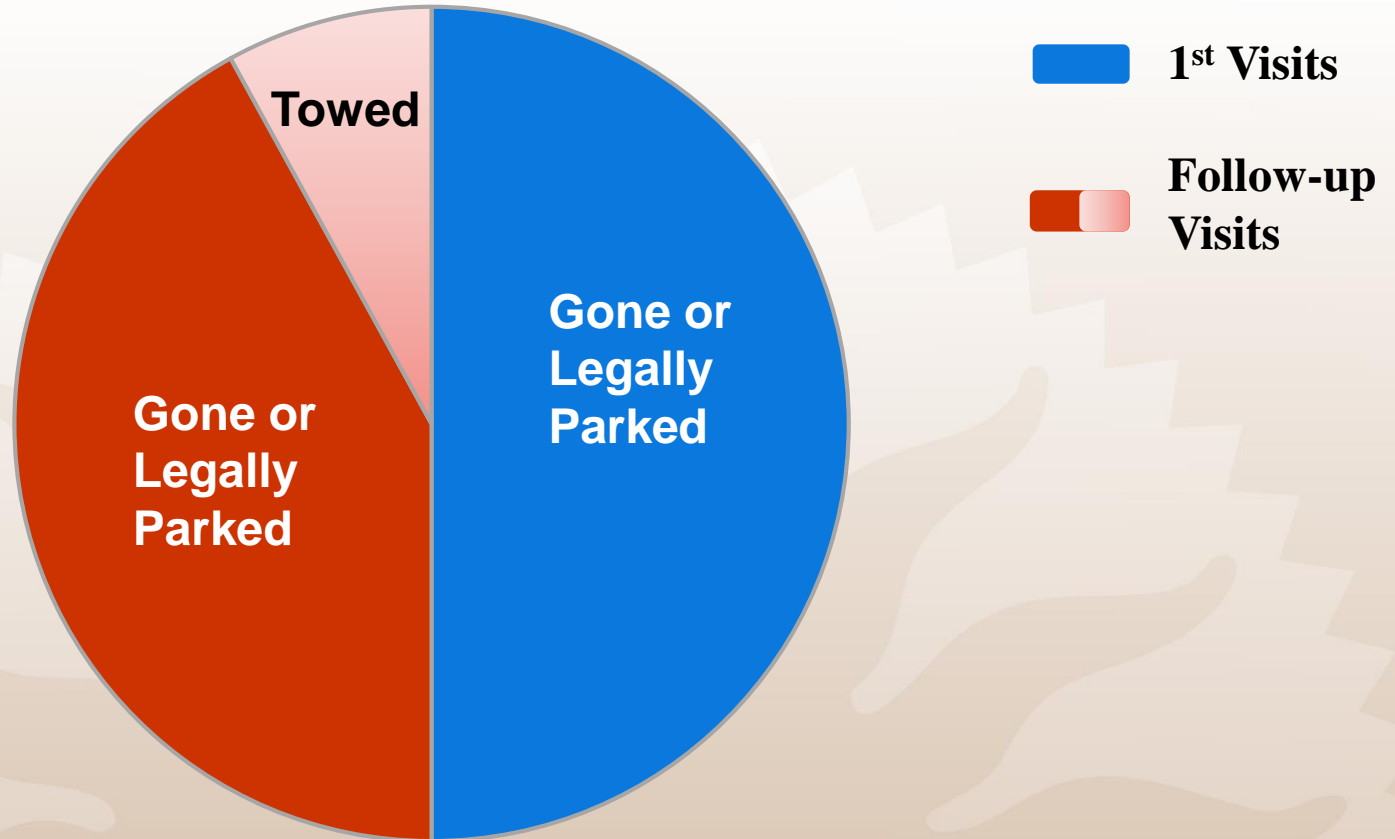


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VA Workload Relative to PCU Staffing



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	✓

Mayor & Council Recommendations

Recommendation	Administration Response
Prioritize impound cost review & fee adjustment, and reduced fee for low-income residents	Yellow: Staff to review cost & consider fee adjustment for Mid-Year budget and low-income fee reduction for FY 2019-20 budget
Reevaluate a geography-based PTCO deployment model	Yellow: Full geography-based deployment requires additional PTCOs; existing model efficiency-based to best achieve multiple priorities
Modify MySanJose to identify inhabited vehicles and cancel service requests	Yellow: Conceptually agree and will explore technical feasibility and resource capacity as part of version 2.0
Route inhabited vehicle cases directly to Housing's Homeless team	Yellow: Additional homeless outreach resources needed for expedited response; planned changes will improve response
Utilize data analytics to identify locations of towable vehicles	Red: Existing VA request data and analytics approach has identified problematic areas; proactive patrolling requires additional PTCOs

Mayor & Council Recommendations

Recommendation	Administration Response
Develop a policy/process for handling frequently reported vehicles	Yellow: Conceptually agree; previously used method not fully supported by reporting parties/council offices
Develop a policy/process for handling frequent reporters	Yellow: Establishing a reasonable and effective approach extremely challenging; open to suggestions
Provide discretion for PTCOs to tow inoperable and/or abandoned vehicles	Green: Tow criteria for abandoned/stored vehicles established by CVC and SJMC; DOT, PD, CAO to review & ensure appropriate/consistent practice
Prioritize MDT certifications for PTCOs	Implemented: All newly-hired PTCOs required to obtain certification
Contact registered owner via phone upon tagging and marking vehicle	Red: Phone number not available to PTCOs; impractical/significant utilization of PTCOs

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