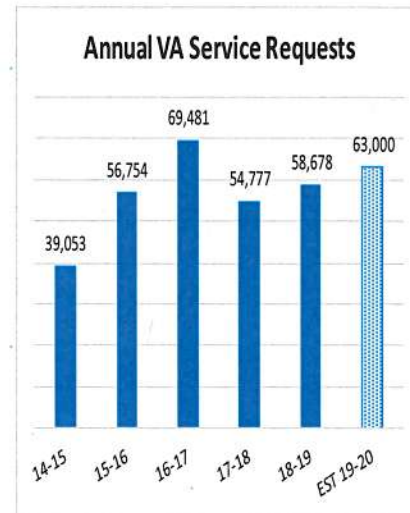
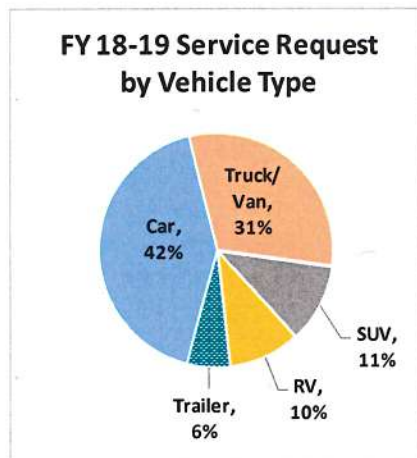


VEHICLE ABATEMENT AUDIT STATUS REPORT

The volume of annual Vehicle Abatement (VA) Service Requests received by the Department of Transportation (DOT) continues to be significant and trending upwards. DOT received approximately 60,000 VA Service Requests in FY 18-19, an increase over the previous year. It is estimated that 63,000 or more VA Service Requests will be submitted during FY 19-20.



The majority of VA Service Requests are related to cars, trucks and SUVs. VA Service Requests for motorhomes or RVs were about 10% or approximately 6,000 of the total Service Requests received in FY 18-19.

During the 2019-20 budget process, funding to continue the VA Contract Staff Pilot through FY 19-20 was approved. This pilot has been core to the timeliness performance improvements that have been realized over the last two years and will continue to be necessary in order to sustain current program performance.

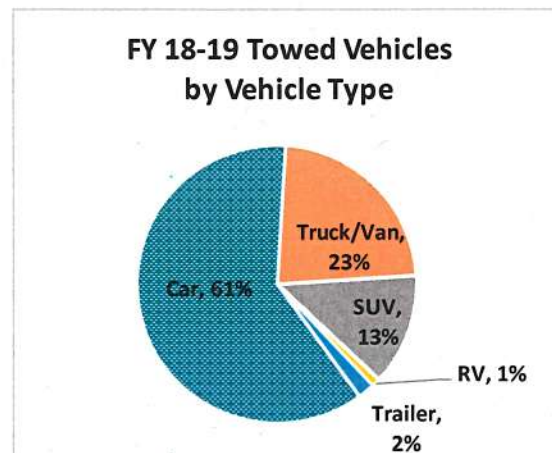
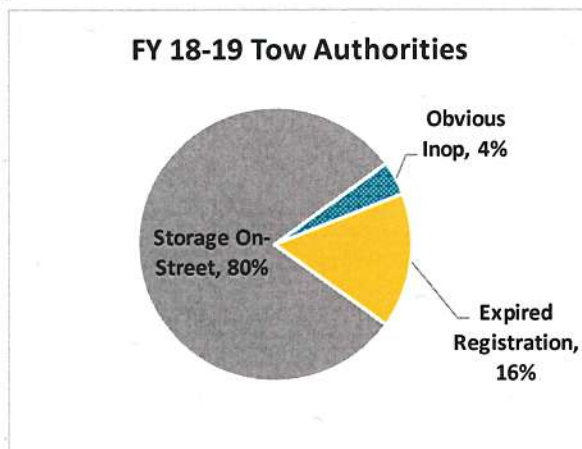
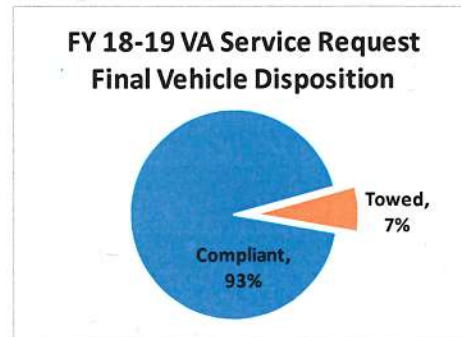
The 2018 Vehicle Abatement Program Audit indicated that the Parking Compliance Unit's initial response to VA Service Requests in 2017, on average, did not occur until 11 days after receiving a service request, with case close out occurring 18 days after service requests were received.

Through the deployment of technology, increased data analytic capabilities and the use of contract staffing, VA Program timeliness has dramatically improved. In FY 18-19, during the peak service request period, VA Service Requests were responded to, on average, within 4 days of being received and closed out within 9 days of being received.

FY 18-19 TIMELINESS	AVG DAYS	AVG DAYS
	Low Season (Dec - Mar)	High Season (Apr-Nov)
Service Request Received to 1st Action:	2.83	4.13
Service Request Received to Closed:	7.38	9.26

While the volume of VA Service Requests continues to increase year over year, the number of vehicles towed from City streets remains somewhat consistent. Only 7% of the vehicles reported as being abandoned or stored are actually towed. In FY 18-19, roughly 4,100 vehicles were towed as part of the VA Program.

Of the vehicles towed in FY 18-19, the overwhelming majority, or approximately 80%, were found to be in violation of 72-hour Storage On-Street regulations. In addition, the majority (97%) of vehicles towed by the Parking Compliance Unit were cars, trucks and SUVs. Only about 1% of towed vehicles were motorhomes or RVs.



As outlined in the September 2019, City Auditor's Status of Open Audit Recommendations, of the 12 Audit Recommendations noted in the 2018 Audit of the VA Program, six have been fully implemented, four have been partly implemented, one has been closed, and one remains not implemented. Full implementation or substantial progress on the remaining Audit Recommendations is expected by June 2020.

For questions please contact Heather Hoshii, DOT Parking and Downtown Operations Division Manager, at heatherhoshii@sanjose.gov or 408-793-4131.