

Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: John Ristow

SUBJECT: VEHICLE ABATEMENT PROGRAM **DATE:** March 7, 2022

Approved



Date

03/08/22

INFORMATION

This memorandum provides the City Council with information regarding Vehicle Abatement Program operations prior to the COVID-19 pandemic, the adjustments made to the program at the onset and throughout the pandemic, and the current status of the Hybrid Vehicle Abatement Program.

BACKGROUND

On September 29, 2021, the Rules and Open Government Committee approved a Cleaner San José memorandum¹ from Mayor Liccardo and Councilmembers Davis, Foley, Cohen, and Mahan that directed the City Manager to report back to the Council with an update on the Hybrid Vehicle Abatement approach (proactive and reactive), focusing on the following:

- Comparison of the number of vehicles reported by the public, vehicles proactively noticed, and vehicles abated between March 2018 and October 2021.
- Status of the use of funds, including use of American Rescue Plan funds, to support the program.
- Explanation of how San José 311 (SJ311) resident requests are being processed, prioritized, and decisions communicated back to the community.
- Update on when the Administration intends to return to a full vehicle abatement program that responds to SJ311 resident requests.

In San José, it is illegal to abandon a vehicle, or park an inoperative or unregistered vehicle, on a public street. The Department of Transportation (DOT) Parking Compliance Unit (PCU), through its Vehicle Abatement (VA) Program, is primarily responsible for enforcing the California Vehicle Code and San José Municipal Code associated with these illegal parking activities. While the goal is for vehicle owners to adhere to these codes through voluntary compliance, vehicles are subject to a citation and/or tow when found to be in violation.

¹ Memorandum: Cleaner San Jose, September 29, 2021.

<https://sanjose.legistar.com/View.ashx?M=F&ID=9833478&GUID=9DF63185-B47E-4B8A-BDB4-EF622B83ABA1>

Vehicle Abatement Operations

There are a variety of factors and considerations that guide and impact the operations of the City's VA Program, including the following core elements:

- DOT's compliance philosophy
- Impacts of enforcement actions taken
- Legal considerations
- Staffing and financial resources
- Vehicle habitation

Balancing Enforcement and Compliance:

The PCU works to strike a balance between enforcing parking regulations and achieving compliance through education and warnings. When encountering parking customers, Parking and Traffic Control Officers (PTCOs) will regularly remind residents and visitors of posted time limits, explain parking restrictions, and allow them the opportunity to pay the parking meter or move their vehicle prior to issuing a citation. The same is true during the vehicle abatement process. Unless the vehicle is legally defined as inoperable, an officer will leave a warning notice for the owner on the first visit. The notice explains – in three languages – that the vehicle is potentially in violation of parking rules and regulations and may be towed if the violation is not corrected.

It is important to note that towing someone's vehicle and impounding their personal property can have severe consequences for those individuals. In addition to not having access to their vehicle for travel, recovering a vehicle after it has been towed requires time and can be expensive. In addition to paying potential citation fines, owners also pay fees totaling a minimum of \$337 (SJPD Vehicle Impound Release Fee: \$122, Tow Service Fee: \$225) before their vehicle will be released to them. If unable to pick up the vehicle on the day it was towed, Vehicle Storage Fees accrue at \$90-\$95 per day. Hence, while issuing warning notices is not legally required and cannot always occur, the PCU regularly uses them when investigating abandoned vehicles.

Abandoned Vehicles vs Stored Vehicles:

An **abandoned vehicle** is one that has been discarded by the owner with the intent not to return or own the vehicle any longer. A **stored vehicle** is one that is parked for an extended period and potentially not used frequently; however, the owner's intent is not to give up ownership.

The pre-pandemic Traditional VA model did not differentiate between stored and abandoned vehicles and resulted in more vehicles towed for storage than for being abandoned. When financially feasible, vehicles that are towed for storage are recovered by the owners and many times return to parking on the same public streets. The current Hybrid VA Program focuses on identifying and removing abandoned vehicles, which tend to be egregious and contribute to blight complaints.

Legal Parameters:

Prior to taking any enforcement action, PTCOs must ensure that specific legal parameters and conditions are met and accurately documented. When enforcing California Vehicle Code (CVC) and San José Municipal Code relating to abandoned and stored vehicles, an investigation must be conducted. Evidence of the vehicle's location and movement must be collected, documented, and justify the enforcement action as warranted and legal. While PTCOs can use information including security video or photos collected by others to identify potential vehicles for investigation, this information cannot be used as evidence upon which enforcement action is taken.

Once a vehicle is identified for investigation, through proactive patrols, or the SJ311 reporting process and provided the officer is able to locate the vehicle during their corresponding field visit, the following activities occur:

- A warning notice is left;
- The tires are marked with the date/time of the investigation;
- Photos of the vehicle and its location are taken; and
- The positions of the tire valve stems are noted.

This information is then referenced when an officer returns to follow up on the vehicle. If the vehicle demonstrates that it has moved since the investigation was initiated – i.e., the vehicle may be parked in the same general location, but the tire valve stems are in different positions, or the vehicle is instead parked in a driveway or further down the street – the request is closed out and the customer notified via email that the vehicle was in compliance with parking rules and regulations. Alternately, if the evidence clearly indicates the vehicle has not moved, enforcement action is typically initiated.

The physical condition of the vehicle or the cargo/contents of the vehicle does not legally impact the outcome of a VA investigation and is not taken into consideration when confirming if a vehicle can be towed, unless the vehicle displays one of several very specific conditions outlined in the CVC that legally qualify the vehicle as inoperable (see Attachment A). If, upon an officer's initial field visit, the vehicle is determined to be inoperable per the CVC, the vehicle may be towed immediately without placing a warning notice or conducting further investigation.

Any repeat investigation(s) of the same vehicle are treated as independent and separate. Once an investigation is closed, historical information or evidence may not be used in any future or new investigations. Additionally, when a vehicle is towed, the owner has a legal right to recover their vehicle and may again park the vehicle on a public city street.

Program Limitations:

Perceptions about the reach and authority of the City's VA Program result in incorrect assumptions and expectations that can result in customer frustration. Just as vehicle owners can drive on public streets, they are allowed to park on them. When parked, vehicles do not have to be associated with individuals living or working in the adjacent area. In some areas, there has

been a growing expectation by many that the VA Program is the best tool to address vehicle habitation, on-street parking, homeless encampments, and/or parking occupancy concerns. However, the City's VA Program is not authorized nor resourced to remedy these situations.

PTCOs are not sworn officers, have narrow enforcement authorities, and have limited actions they can take when investigating vehicles. For example, PTCOs are not able to tow vehicles that are occupied. They do not have the training or skill sets to appropriately and safely address encampments or vehicle habitation situations. When encountering vehicle habitation, PTCOs refer the reported vehicles and associated issues to the Housing Department for follow up so services can be offered and/or provided. If other illegal or unsafe activities are occurring in or around a vehicle, those should be reported by the individual observing to the San Jose Police Department (SJPD) at the time, so they can be addressed.

PTCOs are also not authorized to participate in the stolen vehicle recovery process. PTCOs instead notify SJPD immediately if at any time during a VA investigation they become aware that a vehicle is potentially stolen. In addition, staff compares all vehicle license plates received through SJ311 service requests against stolen vehicle lists provided by SJPD and the Department of Motor Vehicles (DMV). All stolen vehicle "hits" are confirmed and reported to SJPD for follow up, regardless of if the vehicle qualifies for a VA investigation.

Staffing Model – Contract and City Staff:

Since 2017, DOT has used a combination of in-house and contract staff to address the significant workload associated with responding to and investigating VA service requests. While contract staff has become a vital component of the VA Program, they are limited in the work they are able to perform. Contract staff participates in the VA investigation process, but legally are not authorized to initiate or engage in enforcement actions such as towing or citation issuance on behalf of the City.

Traditional (Pre-Pandemic) Vehicle Abatement:

Historically, the VA Program was predominantly driven by service requests received from the public. The program primarily used SJ311 as its input source 98% of the time. Customers have been able to report vehicles online or via the SJ311 app and online portal, and automatically receive response regardless of the condition or status of the vehicle reported, the reason, or frequency of reporting. The majority of service requests were worked in the order they were received, with requests being generally grouped by location area when possible.

Under the Traditional VA Program, Officers responded to the location included in each service request, attempting to locate the vehicle, and, if found, initiated an investigation. In approximately 40-45% of those cases, the vehicle reported had moved by the time of staff's initial response. The movement qualified the vehicles as not abandoned. The cases were closed out and the customer was notified that staff was unable to locate the vehicle as originally reported (see Attachment B for customer notification information). Less than 7% of investigated vehicles were found to be eligible for tow.

The high volume of requests received pre-pandemic, combined with incomplete information and/or inaccurate description of the vehicle's condition (photos were previously not required) provided by residents in the SJ311 reporting process, and the lack of program administrator staffing, made it extremely challenging to review individual service requests on a regular basis to triage and/or prioritize VA services.

The Traditional VA Program's complaint-driven approach resulted in an unequal distribution of resources and services within the city. Some neighborhoods do not or seldomly report VA concerns; others have high reporting rates. This pattern resulted in little to no VA services provided in City neighborhoods correlated with low-income and communities of color.

Hybrid Vehicle Abatement:

At the onset of the COVID-19 pandemic, parking compliance services including parking enforcement and vehicle abatement activities were deemed non-essential and were suspended. During that time, many PTCOs were redeployed to support pandemic response efforts including food distribution, testing sites, and temporary shelter assistance. Beginning in June 2020, Vehicle Abatement services were slowly and thoughtfully phased back. The program refocused a reduced number of resources onto addressing only the most egregious vehicles left on city streets while accommodating County Health Orders when many residents were sheltering in place, working from home, and parking for extended periods of time.

During this, the VA Program pivoted from a reactive to proactive model. In lieu of responding to individual public complaints or concerns, staff began systematically patrolling every city street, initially to identify vehicles that were inoperable per CVC qualifiers, and later to also identify vehicles that were a safety or health hazard, or a significant blight concern. As the pandemic continued, program improvements continued, including investigating triaged SJ311 services requests, stolen vehicle reviews, and BeautifySJ coordination. These efforts contributed to a more equitable, focused, and effective VA Program.

Early data demonstrated the new Hybrid VA approach was more successful than the traditional pre-pandemic VA model in identifying priority vehicles that need to be removed from city streets. In light of this, and to balance limited resources, continuation of the Hybrid VA Program was approved as part of the Adopted 2021-2022 City Budget. The program was highlighted during the May 12, 2021, Budgeting for Equity presentation and more fully described in Manager's Budget Addendum (MBA) #21². The presentation and MBA #21 highlighted the early successes of the Hybrid VA Program in bringing vehicle abatement services to areas that have historically underreported their needs.

The Hybrid VA Program starts to address equity by balancing and prioritizing multiple input sources. At the core of the program are citywide proactive patrols, during which PTCOs drive every city street identifying inoperable and abandoned vehicles that have not been previously reported by the public through SJ311. To identify potentially abandoned vehicles, officers use

²Fiscal Year 2021-2022 Manager's Budget Addendum 21

<https://www.sanjoseca.gov/home/showpublisheddocument/73584/637583852262870000>

specific vehicle condition criteria (Attachment A). When vehicles displaying these conditions are identified during proactive patrols, they are investigated following the same procedures as pre-pandemic (noted above in the Legal Parameters section).

Equally important to the Hybrid VA Program are service requests submitted by the public through SJ311. Since September 2021, all service requests received through SJ311 require a photo be attached to confirm the condition of the vehicle reported. The report must also include at least one criterion noted below or per the CVC to deem it as inoperable and, therefore, warrants an investigation or immediate tow.

Each service request is reviewed by staff and the photos are used to triage requests identifying those that qualify to be investigated. Staff closes those that do not meet the established criteria without investigation. Customers that submit service requests that are closed out and not worked are notified of the status of their request and provided a brief explanation (Attachment B).

The specific criteria currently used during the triage process are similar to the criteria used by officers during proactive patrols and were developed based on the ability to identify vehicles that are likely abandoned. The chart below lists the vehicle condition criteria and the percentage of vehicles that were towed when that particular condition was observed during SJ311 triage efforts between March and September 2021.

Vehicle Condition Criteria Used During SJ311 Service Request Triage	% Of Vehicles Towed When Condition Was Observed
On jacks / Blocks	15.15 %
Missing / Shattered windows	21.25 %
Vandalized / Graffiti (non-commercial vehicle)	20.00 %
Missing both the front and back license plate	16.33 %
With significantly flat tires	28.08 %
Displaying multiple aged or weathered citations	86.36 %
Having deployed airbags / Significant damage	15.85 %
Unsecured / Open doors or trunk	66.67 %
Unattached trailer	7.73 %
Attracting illegal dumping activities	16.97 %

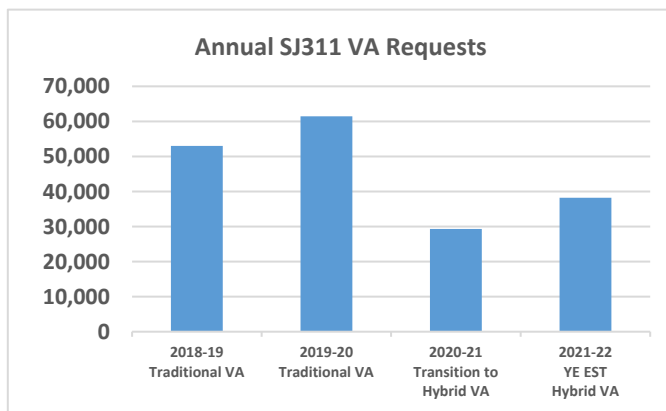
Table 1 – Hybrid Vehicle Abatement Investigation Criteria

While the main input sources to the Hybrid VA Program are proactive patrols and triaged SJ311 referrals, staff also reviews referrals and information from additional sources including BeautifySJ, the DMV, SJPd, and other City departments. The collective of these inputs results in a more informed program and helps initiate VA investigations beyond just where they are reported by the public. The Hybrid VA Program model focuses on providing services where they are most needed, identifying and removing vehicles that pose significant safety or blight concerns, or are inoperable. Vehicles reported for being parked for an extended period of time (longer than three days) are not investigated unless they display other qualifying safety, blight, or inoperable conditions. Under the Hybrid VA Program, approximately 24% of all vehicles investigated were found to be eligible for tow between March – September 2021.

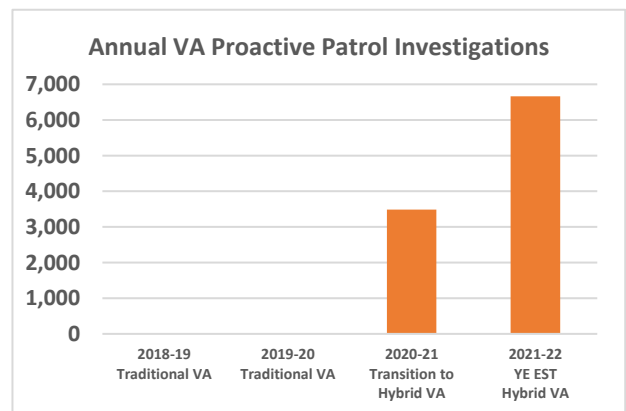
ANALYSIS

The continued demand³ for VA services has stretched limited resources. It is important to note that the PCU budgeted staffing levels have remained nearly constant since FY 2009-2010, despite increases in VA service requests and other parking enforcement services. In addition, the PCU continues to experience challenges with filling vacancies and retaining staff. Finding ways to control costs and more efficiently and effectively deliver VA services is a vital step in ensuring program sustainability, equity, and customer service.

Pre-pandemic, annual public service requests reached over 60,000 and were trending upward. At the onset of the pandemic, SJ311 requests for VA services tapered off and between March 2020-February 2021, with approximately 29,300 service requests submitted. During the same period, the PCU initiated nearly 3,500 VA investigations through citywide proactive patrols. It is estimated that by the end of February 2022, SJ311 VA service requests will have rebounded to over 38,000 with proactive patrols resulting in over 6,500 investigations (Graph 1 and Graph 2).



Graph 1 – SJ311 Service Requests



Graph 2 – Proactive Patrol Investigations

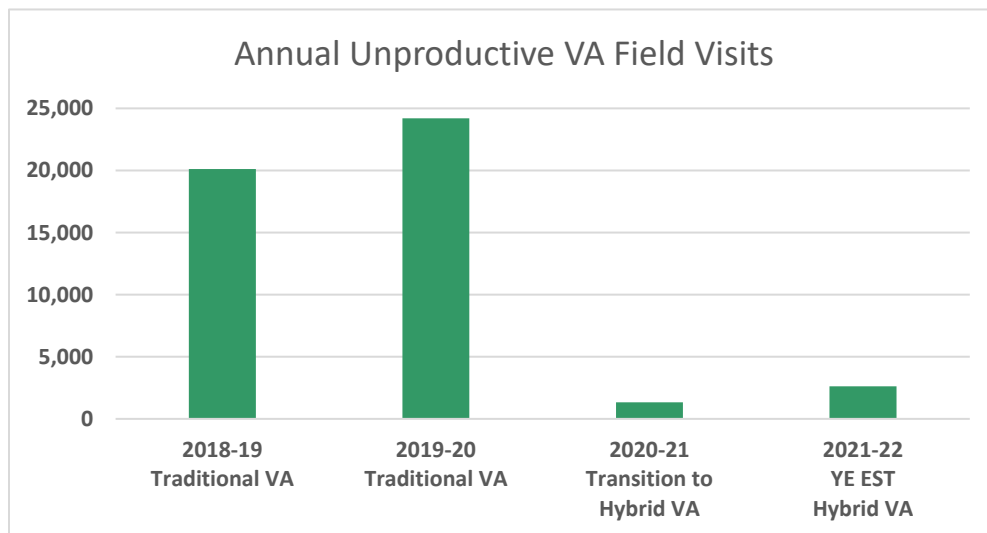
Pre-pandemic, almost all SJ311 service requests were investigated regardless of the reason for the request. Requests included concerns related to abandoned vehicles, vehicles parked for longer than 72-hours, vehicle habitation, and other non-vehicle abatement or non-parking related issues. The VA Program was being used as a tool to address situations that it was not intended or able to fully rectify and customer satisfaction is negatively affected by perceived unresponsiveness when vehicles cannot be legally abated. Each service request investigated had the potential to require multiple field visits to locate the vehicle, warn the owner of a possible violation, legally document the status of the vehicle, and take enforcement action if necessary.

³ The September 29, 2021, Cleaner San José memorandum requested a comparison of vehicles reported by the public, proactively noticed, and abated between March 2018 and October 2021. To better understand, isolate and normalize the impact of the COVID-19 pandemic on the Vehicle Abatement Program and associated service deliveries, the analysis contained within this report was based upon a unique reporting period (March-February) that differs from the traditional fiscal year reporting period (July-June).

While this non-triage approach was manageable when the level of annual service requests was much lower and the technology/data to fully understand service requests was not available, with the introduction of more powerful management systems and improved customer access, it was possible to refine the VA Program to focus on its core service delivery: Abate truly abandoned vehicles. These are vehicles that are undrivable, unsafe, discarded, and/or contributing to extreme blight.

Traditional VA Program operations resulted in 40-45% of service requests being closed during initial field visits because the vehicle was no longer parked in the reported location. This resulted in 20,000-25,000 unproductive or unnecessary field visits annually from reports about vehicles that were not abandoned or unused as initially reported by the public. The Tow Rate for cases was under 7%.

The service request triaging process currently used with the Hybrid VA Program helps identify vehicles that are more likely abandoned prior to initiating a field visit. This has reduced the number of unproductive annual field visits by 85-90%. Under Hybrid VA operations, it is estimated that by the end of February 2022, the PCU will have recorded only 2,600 potentially unproductive initial field visits resulting from SJ311 requests—a roughly 20,000 reduction in unproductive Field Visits. The following graph highlights this significant level of productivity improvement.



Graph 3 – Number of Vehicles Gone by Initial Field Visit

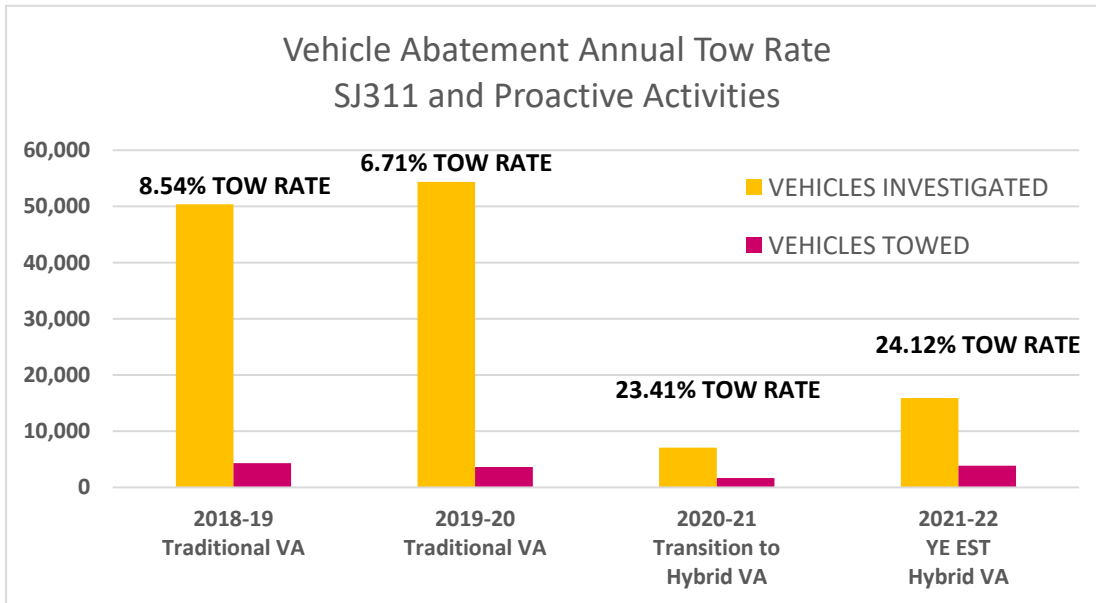
The following table identifies the percentage of SJ311 service requests investigated annually by the PCU. Under the Hybrid VA Program, service requests that include photos that demonstrate the vehicle reported meets qualifying criteria are investigated.

SJ311 VA Service Request Investigations				
	2018-19 Traditional VA	2019-20 Traditional VA	2020-21 Transition to Hybrid VA	2021-22 YE EST Hybrid VA
Service Requests:	53,015	61,468	29,309	38,198
Service Requests Investigated:	48,544	53,112	3,604	9,245
Investigation %:	91.57%	86.41%	12.30%	24.20%

Table 2 – Vehicle Investigation Rate

In addition to eliminating a significant portion of unproductive work, the Hybrid VA Program has enabled the PCU to focus on identifying and removing the most egregious vehicles from the public right-of-way. The following graph (Graph 4 – VA Program Tow Rates) demonstrates that while the number of VA investigations conducted by the PCU under the Hybrid VA Program has drastically decreased, the number of tows completed is comparable to pre-pandemic or Traditional VA operations.

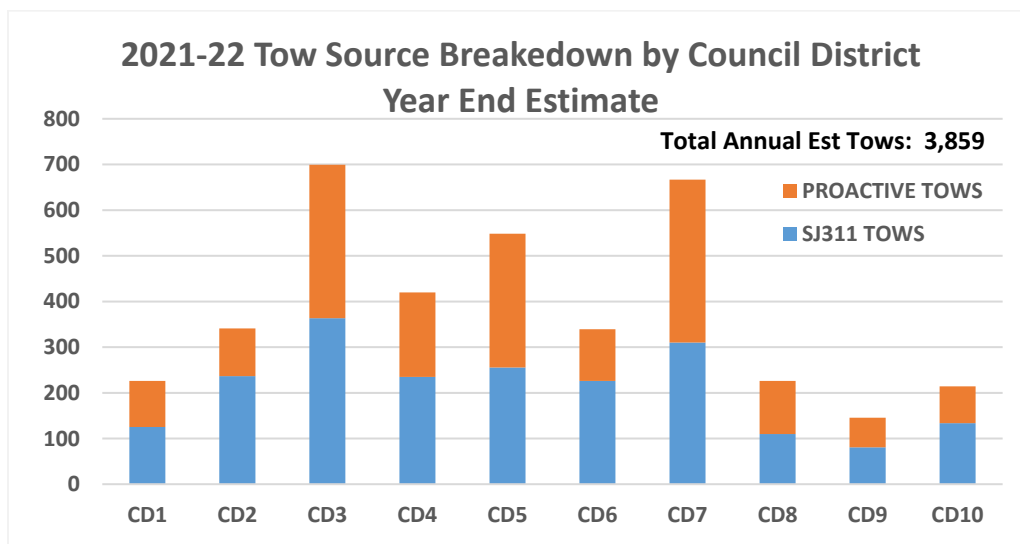
For example, in 2019-2020, the PCU investigated over 54,000 vehicles including SJ311 service requests and a limited number of internal service requests, but only towed 3,625 vehicles resulting in the overall Tow Rate of less than 7%. By the end of February 2022, the Hybrid VA Program is expected to complete nearly 15,800 investigations, from SJ311 triaged service requests (9,245) and proactive patrols (6,500), resulting in about 3,860 towed vehicles and an overall Tow Rate of over 24%.



Graph 4 – VA Program Tow Rates

Through proactive patrols and triaged SJ311 service requests, the Hybrid VA Program is expected to tow more vehicles than the previous Traditional VA Program, ensuring that the vehicles being removed are truly abandoned, and doing it more efficiently. In addition, over the last year and a half, the Hybrid VA Program has infused a new layer of equity into the program. This introduced a higher level of successful service into areas that have traditionally, for a variety of reasons, not reported or under-reported their needs for services.

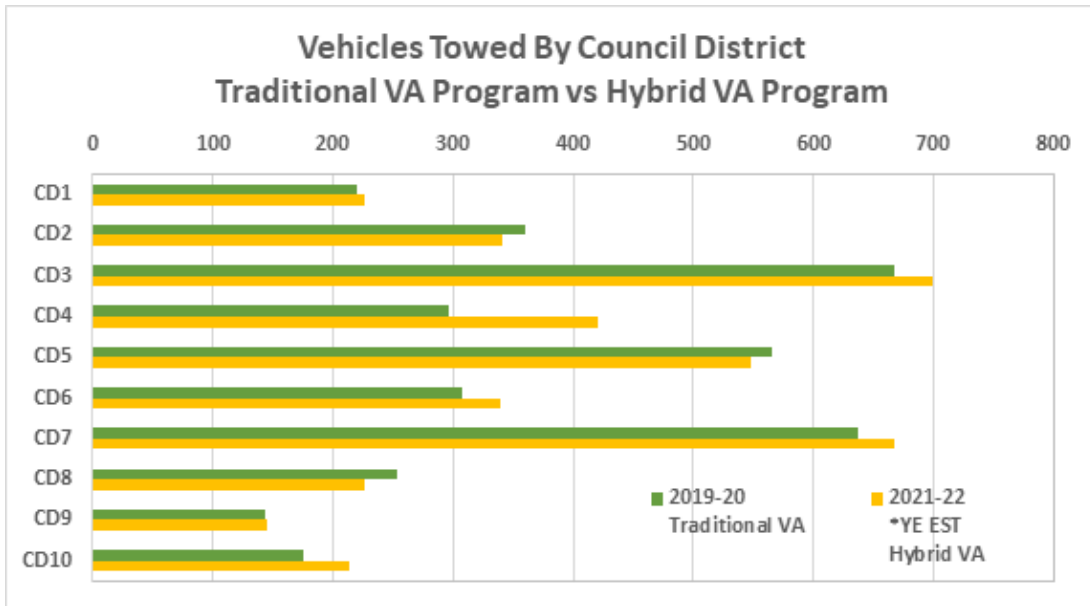
Citywide proactive patrols better position the PCU to reach and provide VA services within communities of color and low-income areas. In 2020-2021, proactive patrols facilitated the removal of 1,145 unreported vehicles citywide. By the end of February 2022, proactive patrols are estimated to have expedited the removal of over 1,700 unreported vehicles. If not for proactive patrols, these vehicles would likely have not been identified for investigation and would have remained within the public right-of-way and continued to contribute to blight. Graph 5 below outlines where SJ311 and proactive tows have occurred and are expected to continue to occur through February 2022.



Graph 5 – March 2021 – February 2022 Estimated Tows by Council District

When compared to Traditional VA 2019-2020 tows, Hybrid VA tow activity in 2021-2022 is similar in most Council Districts. As mentioned previously, the Tow Rate in 2019-2020 was less than 7% with over 54,000 vehicles investigated in the Traditional VA Program. The Tow Rate in 2021-2022 is expected to be over 24% with nearly 15,800 vehicles investigated in the Hybrid VA Program.

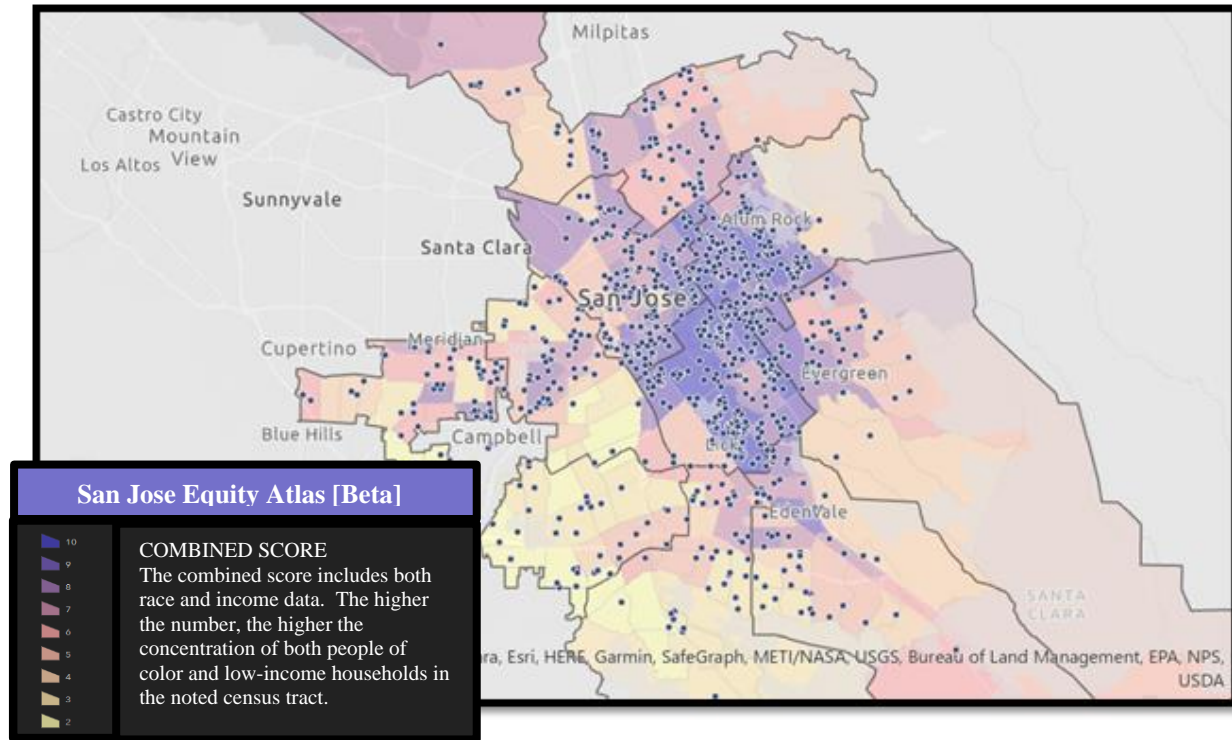
Council Districts 3, 4, 6, 7, and 10, however, will likely see an overall increase in the number of vehicles towed in 2021-2022 and beyond (Graph 6). While the overall volume of tow activity is similar between the Traditional VA Program and the Hybrid VA Program, the impact of the vehicle removed is much different. Traditional VA Program tows tended to be related to vehicles being stored while Hybrid VA Program tows are related to abandoned vehicles and vehicles contributing to extreme blight.



Graph 6 – Tow Comparison

The following Equity Maps further highlight the importance of the Hybrid VA Program and its positive impacts. Proactive patrols are productive citywide and are most impactful in communities of color and low-income areas. The individual dots on the Unreported VA Service Need map indicate locations where unreported vehicles were identified by PTCOs for investigation based upon VA criteria and resulted in a tow. A significant number of the towed vehicles fall within areas of the city with a higher concentration of both people of color and low-income households represented on the map in shades of blue/purple.

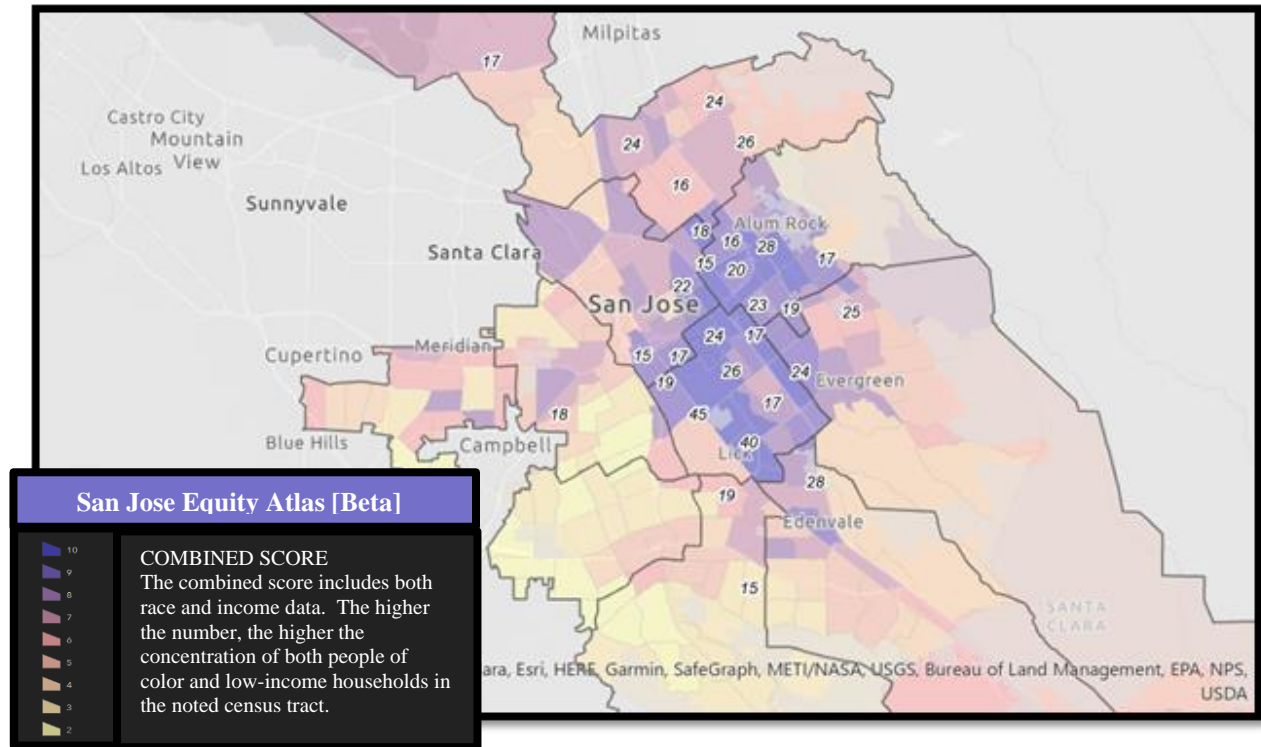
Equity Map: Hybrid Vehicle Abatement Program March 2021 - September 2021 Unreported VA Service Need Identified Via Proactive Patrols



Map 1 – Unreported Tows Occurring in Communities of Color and Low-Income Neighborhoods

A deeper data dive highlights that higher concentrations of tows resulting from proactive patrols are occurring in Council Districts 3, 5, and 7. The numbers on the following map identify specific areas where 15 or more unreported tows occurred between March 2021-September 2021. Had proactive patrols not been instituted, it is highly likely that these vehicles would have remained on city streets impacting neighborhoods and contributing to blight.

Equity Map: Hybrid Vehicle Abatement Program March 2021 - September 2021
Areas with the Highest Concentration of Unreported Vehicle Tows



BUDGET & FUNDING

The Vehicle Abatement program was historically funded by the General Fund. The services provided by existing PTCOs in support of the VA program, at an approximate annual cost of \$755,000 are included within the ongoing On-Street Parking Program base budget. Beginning in FY2017-2018, when the program was expanded to pilot the use of contract staff to assist with an increased level of service requests, the related additional expense was funded by the General Purpose Parking Fund (Parking Fund). The 2020-2021 Adopted City Budget included approximately \$712,000 in Parking Funds to support the VA program. This totals a VA Program budget of \$1,467,000.

Due to significant revenue impacts in the Parking Fund and General Fund related to the pandemic, constrained funding, and effectiveness of the Hybrid VA program, the 2021-2022 Adopted Budget included the use of \$450,000 from American Rescue Plan funds to continue the Hybrid VA Program for the current fiscal year. This funding provides for three contract staff and 50% of the cost of a Full-Time Equivalent (FTE) supervisor to manage the Program,

providing for both proactive patrols and a triaged response to SJ311 service requests. In addition to the costs noted above, the Hybrid VA Program is also supported by existing administrative staff budgeted within the On-Street Parking Program base.

The Hybrid VA program is funded on a one-time basis through FY2021-2022. Staff is working with the City Manager's Budget Office on identifying potential funds to continue the Hybrid VA Program beyond the current fiscal year. To expand current VA services and include elements of the Traditional VA Program, increased staffing would be required in the PCU to provide the resources needed to respond to all SJ311 service requests at an estimated additional cost of \$1.2 million annually, with another \$200,000 in one-time costs the first year for vehicles and equipment.

The overall additional funding needed beyond current PCU base funding levels for a combined proactive and Traditional VA program would be approximately \$1.65 million ongoing.

CONTINUOUS IMPROVEMENT

Since the onset of the COVID-19 pandemic and the transition to the new Hybrid VA Program, staff has used data to guide the modifications and enhancements made to the program. From understanding and addressing roadblocks to productivity to establishing qualifying investigation criteria, data has driven the changes. Staff will continue to advance further program refinements and enhancements relying on data and operational knowledge to mold the program. Staff is currently considering developing additional potential equity refinements and data metrics, as well as further exploration of possible VA hot spots which may have the potential to influence current resource allocations. Other modifications to the current Hybrid VA program, including consideration of expanding vehicle condition criteria would likely require additional resources beyond current funding.

/s/

JOHN RISTOW
Director of Transportation

For questions, please contact Heather Hoshii, Division Manager, at (408) 793-4131.

Attachments

ATTACHMENT A

When is a vehicle considered a safety concern or contributing to extreme blight?

Vehicles are considered a safety concern or contributing to extreme blight if they are:

- On jacks / Blocks, or
- Missing or have shattered windows, or
- Vandalized / Graffiti (non-commercial vehicle), or
- With significantly flat tires, or
- Missing both the front and back license plate, or
- Displaying multiple aged or weathered citations, or
- Having deployed airbags, or
- Unsecured / Open doors or trunk, or
- Unattached trailer, or
- Attracting illegal dumping activities.

When is a vehicle considered inoperable or undrivable?

As defined by the California Vehicle Code, vehicles are considered inoperable (undrivable) if they are:

- Missing a windshield, or
- Missing the driver's seat, or
- Missing two or more wheels, or
- Missing steering wheel, or
- Missing an engine, or
- Have any damage substantial enough that the vehicle is rendered completely immobile.

ATTACHMENT B

Department of Transportation Vehicle Abatement Management System (Unity/Salesforce) Communications

As the Parking Compliance Unit reviews, triages and investigates Vehicle Abatement service requests, our backend management system (Unity/Salesforce) automatically sends out messages to customers notifying them of the status of their request. These messages identify any actions taken by staff, the final resolution and the reasons behind service requests being closed out. Messages are sent to the customer's email address on file and associated with their SJ311 account. In addition, the messages are available for review under the "Notification" tab or within the "My Reports" section within a customer's individual SJ311 account.

Confirmation Message

Automatically sent when a service request is received. All customers receive this message.

Thank you for contacting us. Staff will review the information you provided. An Officer will respond if the vehicle is inoperable, or a health, safety, or extreme blight concern and a photo clearly showing the vehicle meets these conditions was included.

Close Out Message – No Investigation

Automatically sent when a service request is closed out for not meeting inoperable, safety or extreme blight qualifiers

Thank you for your vehicle abatement request. Unfortunately, the photos provided did not show the vehicle's condition qualifies it as inoperable or a safety or extreme blight concern. The request has been closed. The vehicle will not be investigated.

Close Out Message – Duplicate

Automatically sent when a service request is closed out because an open service request already exists on the reported vehicle and the vehicle is being investigated under the existing request.

Thank you for your vehicle abatement request. The vehicle already has one or more active service requests on file. To avoid duplication, your request has been closed.

Under Investigation Message – Warning Notice Provided

Automatically sent when a service request is investigated, and the responding officer locates the vehicle at the reported location.

Thank you for your vehicle abatement request. During an initial field investigation, we left a warning on the vehicle. We will follow up when an officer returns to the area. Please understand, most investigations do not result in the vehicle being towed.

Reopened Investigation Message

Automatically sent when a service request was previously closed out and not worked, but as a result of additional information being available or a changed situation, the case is reopened and will be investigated.

Thank you for your patience. We have received more information about the vehicle you reported. Your case has been reopened. An officer will conduct a field visit soon. Please understand that most investigations do not result in the vehicle being towed.

Close Out Message – Gone on Arrival

Automatically sent when a service request is closed out because during the initial field visit or during a follow up visit the vehicle moved out of the reported area and was not found.

Thank you for your vehicle abatement request. We visited or returned to the location described in your request and did not find the vehicle there. Your request has been closed.

Close Out Message – Vehicle Parked on Private Property or Driveway

Automatically sent when a service request is closed out because the vehicle is located on private property and therefore a PTCO does not have the authority to investigate or take enforcement action.

Thank you for your vehicle abatement request. We investigated and found that the vehicle was parked on private property, outside of our jurisdiction. Your request has been closed.

Close Out Message – Vehicle Complied with Warning Notice & moved

Automatically sent when a service request is closed out because the vehicle had moved since the responding officer's initial or previous visit. Note: The vehicle may have moved and re-parked in the same location. This is considered to be legal and in compliance.

Thank you for your vehicle abatement request. We investigated and it was determined that the vehicle is not abandoned on a City street. The vehicle did not qualify for enforcement action. Your request has been closed.

Close Out Message – Vehicle Parked Outside of San Jose City Limits

Automatically sent when a service request is closed out because the vehicle was located outside the City of San Jose (i.e. on Caltrans or county or an adjacent city's property etc.) and therefore a PTCO does not have the authority to investigate or take enforcement action.

Thank you for your vehicle abatement request. We investigated and found that the vehicle was parked outside of San Jose City limits, outside our jurisdiction. Your request has been closed.

Close Out Message – Vehicle Towed

Automatically sent when a service request is closed out because the vehicle was removed from the public right of way.

The vehicle was impounded by the City of San Jose.

Close Out Message – Stolen Vehicle

Automatically sent when a service request is closed out because the vehicle was identified as being reported stolen.

Thank you for your vehicle abatement request. The vehicle has been referred to the San Jose Police Department for follow up.

ATTACHMENT C

On jacks/blocks



Missing or shattered windows



Vandalized / Graffiti (non-commercial vehicle)



Missing both the front and back license plate



With significantly flat tires



Displaying multiple aged or weathered citations



Unsecured/open doors or trunk



Unattached trailer



Attracting illegal dumping activities



Having deployed airbags/significantly damaged

