



City of Sunnyvale

Agenda Item

24-0247

Agenda Date: 2/15/2024

2024 COUNCIL STUDY ISSUE

NUMBER

DPS 24-03

TITLE Evaluate Vehicle Abatement Program Service Delivery and Explore Ways to Improve Service

BACKGROUND

Lead Department: Department of Public Safety

Support Departments: Office of the City Manager

Office of the City Attorney

Sponsor(s): Councilmembers: Melton, Din

History: 1 year ago: N/A
2 years ago: N/A

SCOPE OF THE STUDY

What precipitated this Study?

At the January 9, 2023 City Council Meeting, Councilmember Melton requested a study issue that would assess the Vehicle Abatement Program, evaluate current service levels, and explore ways to improve the service. This is based on information indicating that residents are demanding more vehicle abatement services, and concern that the City is increasing its density which will create an additional demand on parking and abandoned vehicle services. Councilmember Din co-sponsored the study issue.

What are the key elements of the Study?

The Department of Public Safety ("DPS") provides vehicle abatement and parking enforcement under Program 12100 - Police Services. Vehicle Abatement and Parking Enforcement (Program 12107) regulates nuisance vehicles, including those that are abandoned, wrecked, otherwise inoperable or parked in violation of the Sunnyvale Municipal or California Vehicle Codes. Vehicle Abatement Officers (VAOs) provide parking enforcement and response to nuisance vehicle complaints. The unit also conducts daily enforcement of downtown restricted and paid parking lots and surrounding streets. DPS staff receive regular complaints from residents about parking and nuisance vehicles in violation of the Sunnyvale Municipal Code.

The Study will evaluate the current service levels of the vehicle abatement program. It will evaluate the effectiveness and challenges associated with the program and look for areas to strengthen service delivery.

A key component of the Study will be an evaluation of the current staffing model and whether it is effective and sustainable. The Vehicle Abatement Unit is staffed with four (4) .75 FTE (Part time) Vehicle Abatement Officers (VAOs). The Study will evaluate implementing full time positions and potential benefits related to scheduling, hiring, and retention. Another key component of the Study will

include an analysis of recent trends in workload indicators (calls for service), response time to service requests, and overall effectiveness of the program.

Estimated years to complete study: 1 year

FISCAL IMPACT

Cost to Conduct Study

Level of staff effort required (opportunity cost):	Moderate
Funding Required for Non-Budgeted Costs:	\$ 0
Funding Source:	N/A

Moderate staff time will be required to perform an analysis of program elements, staffing levels and workload.

Cost to Implement Study Results

Unknown. The study would include assessment of potential costs and anticipated costs associated with recommended changes to the program.

EXPECTED CITY COUNCIL, BOARD OR COMMISSION PARTICIPATION

Council-Approved Work Plan: No

Council Study Session: No

Reviewed by Boards/Commissions: No

STAFF RECOMMENDATION

Support. This policy issue merits discussion at the 2024 Study Issues Workshop.

Evaluating current service levels and analyzing ways to improve service delivery of the vehicle abatement program supports General Plan Goal SN-3 *Safe and secure city. Ensure a safe and secure environment for people and property in the community by providing effective Public Safety response and prevention and education services.*

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Reviewed by: Jaqui Guzmán, Deputy City Manager

Approved by: Kent Steffens, City Manager