

CITY DEPARTMENT DATA – LIVING IN VEHICLES – HOMELESS INFORMATION FISCAL YEAR 2017-18

Department/Division	Metric	FY 16-17 Totals	Jul -17	Aug -17	Sep -17	Oct -17	Nov -17	Dec -17	FY17-18 Totals (as of 01/1/2018)
Police	Number of complaints related to inhabited cars/RVs or those without an address	1,252	25	30	40	80	100	86	361
	Number of citations given to inhabited cars/RVs for not moving every 72 hours	328	6	3	44	14	8	16	91
	Number of cars/RVs towed for not moving every 72 hours and location	4	5	7	15	1	3	1	32
	Number of complaints from residents in surrounding neighborhoods	118	30	35	45	13	21	5	149
	Estimated staff hours spent on response or enforcement of inhabited cars/RVs	678	76	74	61	154	126	152	643
Fire/Environmental Services	Number of medical calls for inhabited cars/RVs or those without an address	131	4	6	10	4	5	5	34
	Number of illegal waste dumping incidents related to inhabited cars/RVs	3	1	0	1	1	1	0	4
	Number of responses to inhabited car/RV spills	5	5	6	0	0	1	0	12
	Number of citations given for illegal dumping related to inhabited cars/RVs	0	0	0	1	1	0	0	2
	Number of leaks noted related to inhabited cars/RVs	4	0	0	2	1	0	1	4
	Number of other issues related to inhabited cars/RVs or those without an address	4	0	0	0	0	1	1	2
	Estimated staff hours spent on illegal waste incidents related to inhabited cars/RVs	38.5	2.25	1.5	9.25	5	5.5	3.5	27

Department/Division	Metric	FY 16-17 Totals	Jul -17	Aug -17	Sep -17	Oct -17	Nov -17	Dec -17	FY17-18 Totals (as of 01/1/2018)
Public Works	Number of times special street cleaning was conducted due to RV waste dumping incidents	14	1	2	1	2	2	2	10
	Number of times wastewater staff responded to RV waste dumping incidents	14	1	0	3	2	2	1	9
	Number of requests for parking restrictions related to RVs	20	2	1	1	1	1	1	7
	Estimated staff hours spent on incidents related to inhabited cars/RVs	321	4	1	7	9.5	22	2	45.5
Community Services	Number of complaints to CSD staff about inhabited cars/RVs parked along Crisanto Avenue*	24	0	0	0	1	0	0	1
	Number of incidents responded to related to inhabited cars/RVs*	226	0	0	0	0	0	0	0
	Number of observations by rangers of inhabited car/RV activity*	0	0	0	0	0	0	0	0
	Estimated staff hours for extra clean-up of Rengstorff Park due to inhabited cars/RVs	322	0	0	0	21.5	20.5	20	62
Code Enforcement	Number of complaints related to code violations of inhabited cars/RVs	0	4	5	5	4	4	0	22
	Estimated staff hours spent on incidents related to inhabited cars/RVs	0	0	0	0	0	0	0	0
City Manager's Office	Number of complaints from residents in surrounding neighborhoods	54	11	3	4	9	13	5	45
	Estimated staff hours spent on homelessness project	1,440	112	112	112	112	112	112	672
	Estimated staff hours spent on complaints related to inhabited cars/RVs	40	5.5	1.5	2	4.5	6.5	2.5	22.5

Department/Division	Metric	FY 16-17 Totals	Jul -17	Aug -17	Sep -17	Oct -17	Nov -17	Dec -17	FY17-18 Totals (as of 01/1/2018)
Community Development	Estimated staff hours spent on issues related to homeless residents	59	1	1	5	2	2	1	12
	Total Incidents in Period	2,201	95	98	172	134	162	124	785**
	Total Staff Hours Spent in Period	2,898	200.75	191	196.25	308.5	294.5	293	1,484**

* Community Services staff have noted that park users no longer issue complaints directly to CSD. In any incident when Police or Fire/Environmental Services staff responds to a complaint or issue, CSD does not track those hours or incidents as they are counted by either Police or Fire/Environmental Services.

** *Year-to-year data comparisons:* The monthly average for first half of Fiscal Year 2017-18 was 247 hours of staff time spent and 131 incidents occurring per month, compared to an average of 298 staff hours spent and 188 incidents per month for all of Fiscal Year 2016-17. There were 2,898 total staff hours spent in Fiscal Year 2016-17.

NOTE: Data is no longer collected for the Library Services Department for estimated hours spent on issues related to homeless residents. The Department indicated that library services are provided to all residents and time spent on issues related to homeless residents is not tracked.