

The background of the slide is an aerial photograph of a city. The top half shows a wide expanse of the city with various buildings and green spaces, leading up to a range of mountains under a clear blue sky. A large yellow rectangular box is superimposed over the middle of the image, containing the main title. The bottom half of the image shows a more detailed view of city buildings and streets, partially obscured by a semi-transparent grey box containing the committee and presenter information.

(D) 6. City-Generated Tow Services Model Status Report

Transportation and Environment Committee

April 7, 2025

Rachel Roberts, Deputy Director, Code Enforcement, PBCE

Namrata Batra Agrawal, Product and Projects Manager, ITD

Purpose and Background

Purpose:

Provide a status report of the City-Generated Tow Services Delivery Model and contract services implementation

Background:

City-Generated Tows are tows requested by City Departments to remove a vehicle from public property (primarily SJPD and DOT)

January 2019- City Audit of City-Generated Towing Services and Administration response accepted by City Council (17 Audit recommendations)

City Administration Response- Four primary goals:

Address all 17 tow audit recommendations



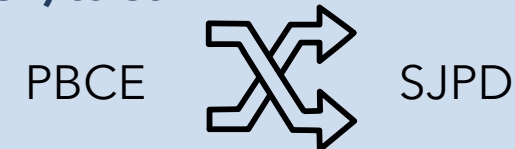
Develop a new City-Generated Tow Service Delivery Model



Develop Request for Proposals (RFP) /award of contract(s)



Transition the new program model from the Department of Planning, Building, and Code Enforcement (PBCE) to SJPD



Key Milestones

Aug 2023

- Third-Party Tow Administration Contract awarded to Autura

**Mar 4,
2024**

- Status report provided to Transportation and Environment Committee
- All but one Audit recommendation implemented
- Contract vendor onboarding underway

**Mar 2024 -
Feb 2025**

- Multi-department Tow Contract Administration Team
- New tow services model implementation- requirement gathering, software integration, testing and training
- Continued service delivery

**Jan 21,
2025**

- New Senior Analyst onboarded to PD to oversee Tow Program

**Feb 3,
2025**

- Phase-1 launched

Key Accomplishments



**Third-party
administration and tow
management system
including software**



**Direct contracts with
tow providers**



**Critical infrastructure
and resources**



**1,051 vehicle tows,
400 vehicles released,
7 lived-in vehicles
relocated to safe
parking sites**

Operational Enhancements



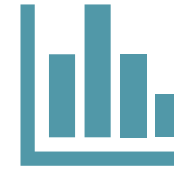
Program Modifications

3 page manual CHP180 tow slip to one-page digital tow slip submitted online



Administration

Monitor assigned tow trucks in real-time via mobile devices/ MDCs



Data Tracking

Track towed vehicle data including ownership details, reasons for towing, and violations



Billing

Automated functionalities
Tracking system for invoices/ payments



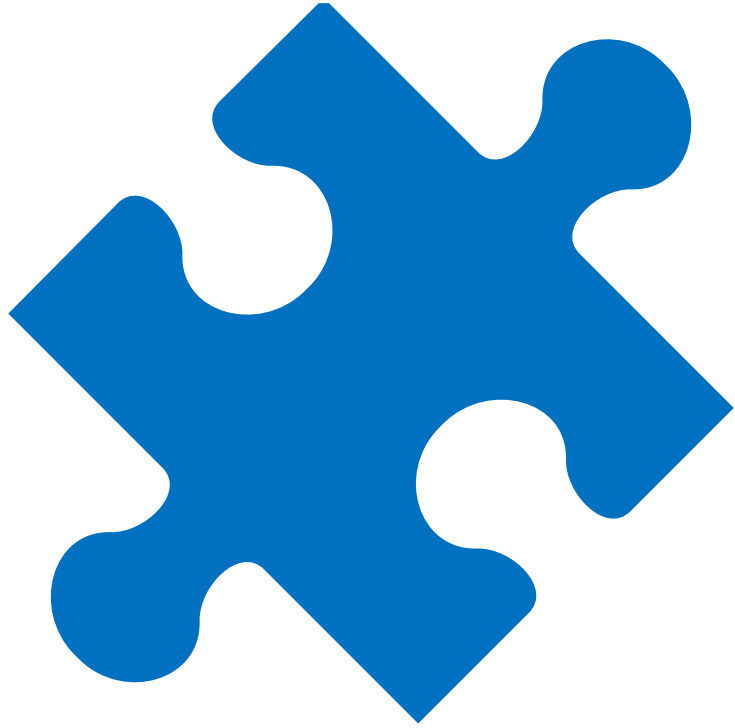
Reporting

Detailed performance insights and regular reporting



Oversight

Transition of tow program oversight from PBCE to SJPD



Challenges

System Failure

- Software notification failure led to storage and impound errors
- Mitigation- implemented temporary manual verification process to double check vehicle impounds

Tow Company Compliance

- Refusal to tow oversized vehicles
- Mitigation- system refinements, vendor coordination, and operational adjustments

What's Next?

Phase-II

- Starts April 2025
- Public Portal
- Enhanced reporting tools

Ongoing Improvements

- Continued system monitoring
- Performance evaluation
- System Refinements

Fiscal Sustainability

- Budget assessment and planning for sustainable tow operations

Primary Goals Achieved



Address all 17 Tow Audit Recommendations



Develop Request for Proposals (RFP) /Award of Contract



Develop a new City-Generated Tow Service Delivery Model



Transition Tow Program from PBCE to SJPD

Thank You

For any questions or concerns contact:

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