



# Memorandum

**TO:** HONORABLE MAYOR AND CITY COUNCIL      **FROM:** Councilmember Chappie Jones  
Councilmember Sergio Jimenez  
Councilmember Raul Peralez  
Councilmember Dev Davis

**SUBJECT:** TOWING SERVICES AUDIT      **DATE:** January 11, 2019

APPROVED:

## RECOMMENDATION

1. Accept the Audit of Towing Services and the Administration's response.
2. Direct the City Manager to give high priority to exploring alternative service delivery models that equitably distribute the response obligations.
3. Direct the City Manager to report to the Transportation and Environment Committee and receive input on the draft service delivery model and RFP for towing services agreements.
4. Following Council subcommittee input and approval, return to Council with a draft service delivery model and RFP for approval.

## ANALYSIS

We thank the City Auditor and her team for the hard work they have put into the preparation of this report, and for the support provided by PBCE, DOT, PD, the City Attorney's Office, and the Finance Department.

Our residents desire and deserve well-run, responsive partners to help us remove problem vehicles from our city streets. The audit sheds light on some troubling issues -- most troubling for us is the lack of cooperation from certain tow companies that directly impacts our constituents' quality of life by leaving inoperable vehicles on streets, sometimes for as long as 90 days. Tow companies with City contracts must be held accountable, and they must uphold the requirements outlined in the contract.

Problems with poor or slow service persist citywide, as contractors have not been able to keep up with demand for tow services. Evaluating potential modifications to the tow zones, whether it be

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new zones with redrawn boundaries or exploring alternative service delivery models, such as the rotation model used in Sacramento, represents an opportunity to help our partners deliver quality service to our residents. Any and all potential options should be explored.

Finally, we are asking that the draft service delivery model and RFP be reported back to the Transportation and Environment Committee to solicit feedback, with the final plan and RFP to be approved by Council.

We look forward to implementing the proposed improvements to the tow service operations.

**BROWN ACT**

The signers of this memorandum have not had, and will not have, any private conversation with any other member of the City Council, or that member's staff, concerning any action discussed in the memorandum, and that each signer's staff members have not had, and have been instructed not to have, any such conversation with any other member of the City Council or that member's staff.