CITY OF
SAN JOSE
CAPITAL OF SILICON VALLEY

Memorandum

TO: TRANSPORTATION AND ENVIRONMENT COMMITTEE

FROM: Councilmember Dev Davis District 6

SUBJECT: CITY-GENERATED TOW SERVICES DELIVERY MODEL STATUS REPORT

DATE: June 3, 2022

Approved

Date

6/3/2022

RECOMMENDATION

Direct the City Manager to expedite the acquisition and deployment of a towing service software solution by utilizing one of these options:

1) The ability to rapidly purchase the desired software through existing cooperative agreements with other cities;
2) A contract amendment with existing vendors; or
3) Other method such as sole source

If none of the above options is feasible, the City Manager is directed to expedite this procurement within the City process to ensure that the desired software can be rapidly acquired and deployed.

BACKGROUND

Over two years ago, we completed a Request for Information process to elicit insights from both vehicle tow operators and third-party administrator/software companies in the tow industry and identify the potential benefits from implementing a software-based service and management system in San Jose.

The RFI revealed that software platforms had been deployed in about 18 cities. These platforms allow field officers to either request a tow from a smartphone, tablet or mobile terminal in the field, or by contacting a call center operator who can request and dispatch a tow over the phone if needed. Similarly, customers can access their website to locate their towed vehicle and pay fees or call an operator to obtain the information. These platforms can perform data tracking and reporting, provide oversight of tow companies and required performance standards.

Last year, staff determined that we should publish a Request for Proposals to implement a software-based service and administration system.

The RFP has been essentially ready to publish for over six months.

We need to publish the RFP as soon as possible and report back to this Committee at the August T&E committee meeting.