

City-Generated Tow Services Delivery Model Status Report

Transportation and Environment Committee
June 6, 2022

Presenter: Rachel Roberts, Deputy Director, Code Enforcement, PBCE



*Planning, Building and
Code Enforcement*

Status Report

- City-Generated Tow Services Overview
- Key Tow Audit Recommendations and Work Plan Goals
- Overview Work Plan Progress and Outcomes
- Current Service Delivery Environment
- Fiscal Year 2022-2023 Work Plan Objectives and Target Dates

City-Generated Tow Services Overview

- City-Generated Tow Services are tows:
 - Conducted at the request of a City Department to remove a vehicle from public property
 - Primarily requested by San Jose Police Department and the Department of Transportation
 - Provided by six tow companies that perform tows within their assigned zone
- Perform an average of 14,000 city-generated tows annually
- In January 2019, City Council:
 - Accepted the City Auditor's Audit of Towing Services which evaluated the City-Generated Tow Services Delivery Model and provided 17 recommendations
 - Administration Response which included four primary goals

Key Tow Audit Recommendations and Work Plan Goals

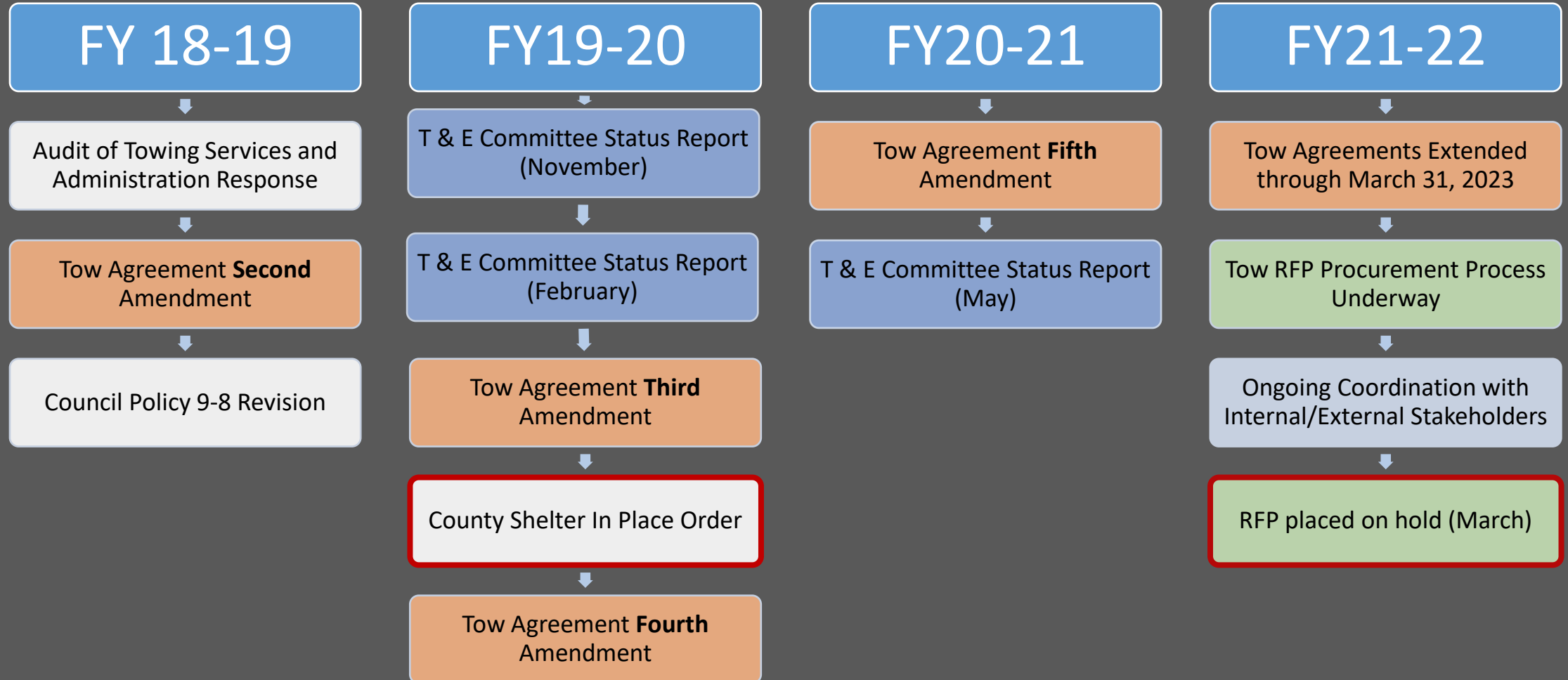
Tow Audit

- Issuance of a new RFP for the towing services agreements
- Continuance of the junk vehicle reimbursement program or new contract fees to account for the costs of junk vehicle disposal;
- Consolidation of contract administration in the San Jose Police Department (SJPd) with an evaluation of the resources needed to perform this responsibility.

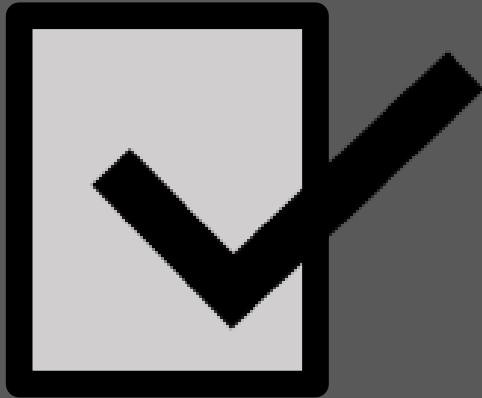
Work Plan

- Address all 17 tow audit recommendations
- Develop a new City-Generated Tow Service Delivery Model
- Develop Request for Proposals (RFP) and recommend award of contract(s)
- Transition the new program model from the Department of Planning, Building, and Code Enforcement (PBCE) to SJPd by June 30, 2020

Work Plan Progress to Date



Work Plan Outcomes



- Improved Communication and Coordination
- Continued Service Delivery Improvements- *Reduction in Tow Refusals and Late Tows*
- Continuity of Tow Services through the COVID19-Pandemic
- Financial Relief to Tow Operators to offset junk vehicle disposal costs and declining release rates
- Implemented or Partly Implemented Several Tow Audit Recommendations

Current Service Delivery Environment



**BeautifySJ Abatement Efforts
Impacting City-Generated Tow
Services**



**Tow Software/Contract
Administration RFP Release Paused to
Evaluate BeautifySJ Tow Service
Needs**



**City-Generated Tow Services
Agreements Extended through March
31, 2023**

**Sixth Amendment to Agreements in
Development**

FY 22-23 Work Plan

Objectives	Target Date
Update RFP Scope to include BeautifySJ City-Generated Tow Services	July 2022
Develop and propose Sixth Amendment for Council Consideration	August 2022
Release Tow Software and Contract Administration RFP to Public	TBD
Tow Software and Contract Administration RFP Award of Contract	TBD
Complete Plan to Transition Program from PBCE to SJPD	January 2023
Develop Budget Proposals to Support Tow Program and Administer Tow Contract	Mid-year (or FY 23-24 as appropriate)
Continue coordination with internal and external stakeholders	Ongoing
Continue to implement open audit recommendations	Ongoing

Staff Recommendation

- Accept the City-Generated Tow Services Status Report