

(D) 3. City-Generated Tow Services Verbal Report

Transportation and Environment Committee
March 4, 2024

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

Joseph Hatfield, Acting Division Manager, Code Enforcement, PBCE



*Planning, Building and
Code Enforcement*

City-Generated Tow Services Overview

- City-Generated Tow Services are tows:
 - Requested by City Departments to remove a vehicle from public property
 - Primarily requested by San Jose Police Department (SJPD) and the Department of Transportation (DOT)
 - Provided by six tow companies that perform tows within their assigned zone
- ~13,000 city-generated tows annually

Tow Audit and City Administration Response

- In January 2019, City Council:
 - Accepted the City Auditor's Audit of Towing Services which provided 17 recommendations
 - City Administration response included four key goals:
 1. Address all 17 tow audit recommendations
 2. Develop a new City-Generated Tow Service Delivery Model
 3. Develop Request for Proposals (RFP) /award of contract(s)
 4. Transition the new program model from the Department of Planning, Building, and Code Enforcement (PBCE) to SJPD
- Provide an update on status of these four key goals

Key Goal 1: Address all 17 tow audit recommendations

- Status:
 - 10 open tow audit recommendations remaining
 - 9 of remaining 10 recommendations under review by City Auditor to be deemed closed or implemented.
 - Remaining recommendation includes transition of the tow program from PBCE to SJPD
 - Goal- to complete all audit recommendations by December 2024

Key Goals 2 & 3: *Develop a new City-Generated Tow Service Delivery Model, RFP, and award of contract*

- **Status:**

- Contract awarded to Autura (formerly Auto Return)- August 15, 2023
- Project implementation- underway with (Go-Live) projected for end of June 2024.
- As third-party contract administrator, Autura will:
 - Contract directly with tow operators
 - Oversee and monitor performance/service delivery and ensure all tow service requests are completed
 - Track, analyze, and report on performance/metrics
 - Assess and make improvements to service delivery
 - Provide tow management software- tow operators, City, public

Key Goal 4: *Transition the new program model from PBCE to SJPD*

- Status:
 - Transfer of program from PBCE to SJPD dependent on completion of project implementation
 - Once the program has transitioned:
 - SJPD will assess the resources needed for the oversight of the program
 - Bring forward budget actions in future budget process.

Work Plan Status and Targets

Item	Status	Target
Tow Software and Contract Administration RFP Award of Contract	Completed	Completed
Implement Tow Software and Contract Administration	In Progress	June 2024
Implement open audit recommendations (10 of 17 remaining)	Pending City Auditor Review	December 2024
Transition Tow Program from PBCE to SJPD	Pending	August-December 2024

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