



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Councilmember Johnny Khamis
District 10

**SUBJECT: AUDIT OF TOWING
SERVICES**

DATE: January 11, 2019

Approved

Date

1/11/19

RECOMMENDATION

Direct the City Manager to have the Department of Planning, Building & Code Enforcement:

- 1) Consider the Auditor's recommendation #14 i.e., to reduce time required to oversee contract terms, in future towing services agreements the City should charge one consolidated fee to towing contractors based on the number of towed vehicles.
- 2) Consider the Auditor's recommendation #15 i.e., for improved oversight over the towing services agreements, the administration of the contract should be consolidated in the Police Department with an evaluation of the resources needed to perform this responsibility.

ANALYSIS

The Police Department staff are involved in nearly every step of a vehicle being towed. PD staff request tows, dispatch tows, review cancellations, record towed vehicle information, notify vehicle owners that their vehicle was towed, and process vehicle releases. Consolidating the administration of the towing services agreements and putting the responsibility on a primary user department would improve communications and provide more thorough oversight of the towing service program. Since PD is heavily involved in the towing process, it is the most appropriate fit for the contract administration.

In my opinion, for future cost recovery analysis, the Police Department should use the total number of vehicles towed to determine the appropriate dispatch fee. Combining the contract and dispatch fees would eliminate the need for two separate review processes. Finance staff could perform the same review as they do currently.