



Memorandum

TO: CITY COUNCIL

FROM: Mayor Sam Liccardo
Vice Mayor Chappie Jones
Councilmember Raul Peralez
Councilmember Dev Davis

SUBJECT: SEE BELOW

DATE: June 21, 2019

Approved

Date

6-21-2019

SUBJECT: SECOND AMENDMENT TO CITY-GENERATED ZONE TOW SERVICES AGREEMENTS

RECOMMENDATION

1. Accept the staff recommendations for the second amendment to City-generated tow services agreements, and
2. Direct the City Manager to:
 - a. Track the timeliness of late tow responses of each tow operator
 - b. Consider the data for evaluation criteria for a future RFP

BACKGROUND

Parking compliance officers and police officers have recently experienced an increase in their average wait times for a tow. Data from Parking Compliance shows that, between October 2018 to March 2019, there were 152 reported occurrences of late tows averaging a wait time of 55 minutes. In addition, before towing the vehicle, City Staff must complete paperwork and other procedures, adding to the burdens of our understaffed teams. Tracking and measuring the timeliness of tow operators will help us make informed decisions around a potential RFP and ensures the efficient use of staff time.