

City-Generated Tow Services Delivery Model Status Report

Transportation and Environment Committee

May 3, 2021

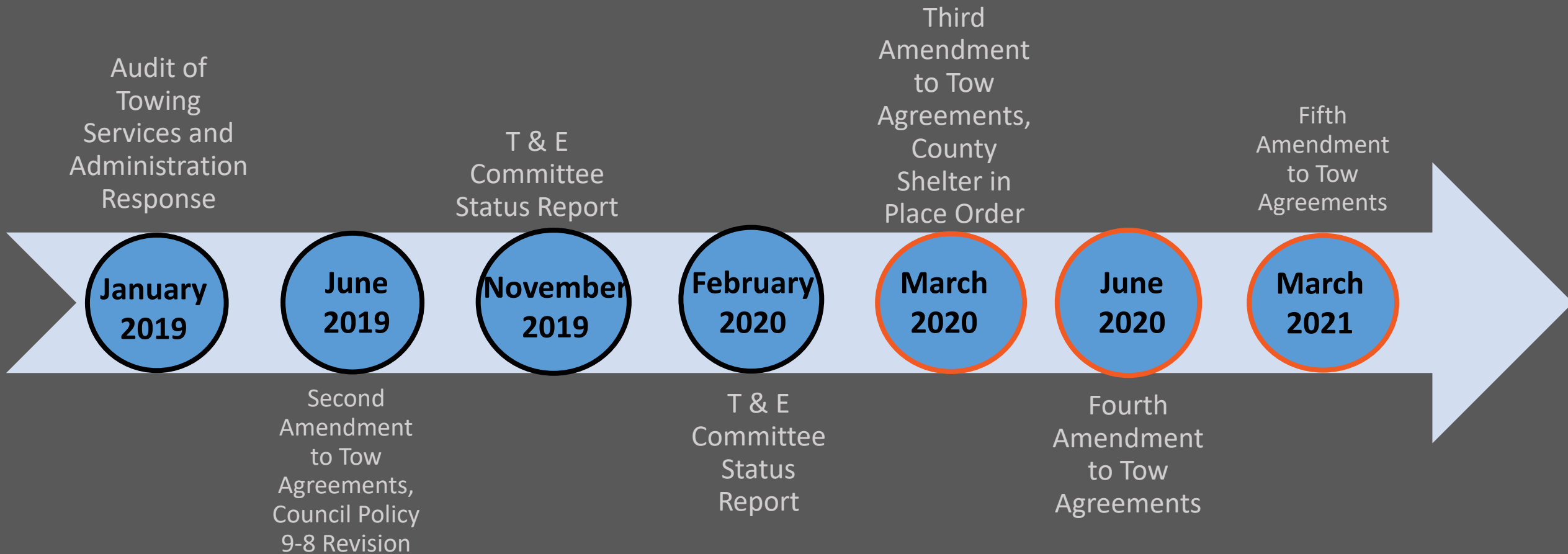
Item CC 21-111

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

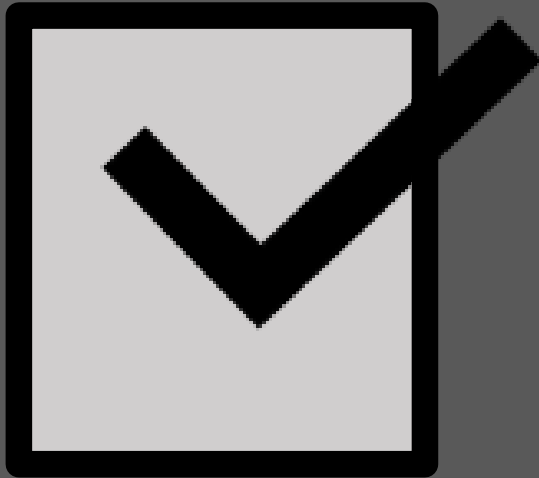


*Planning, Building and
Code Enforcement*

Work Plan Progress to Date



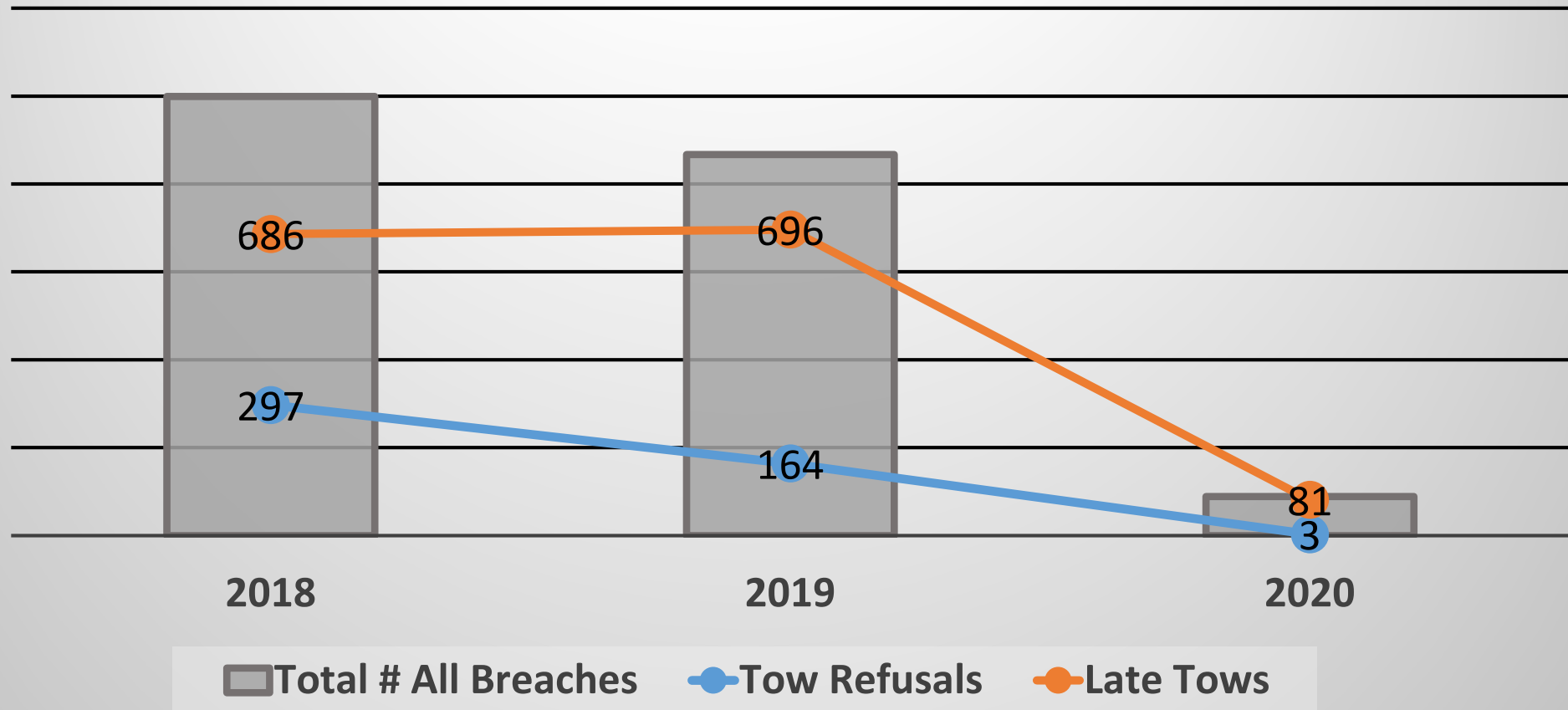
Work Plan Outcomes to Date



- Improved Communication and Coordination
- Improved Service Delivery-Decline in Tow Refusals and Late Tows
- Continuity of Tow Services
- Financial Relief to Tow Operators
- One Tow Audit Recommendation Implemented and Two Recommendations Partly Implemented

Work Plan Outcomes to Date

City-Generated Tow Services Breaches



Proposed Revisions

Tow Audit Work Plan

- Eliminate Pilot Program Step
- Implement improvements to Tow Service Delivery Model through iterative process in partnership with Third Party Contractor
- Projected completion date of February 2022

RFP Scope of Work

- Expand Scope of Work to include option to subcontract directly with Tow Providers/Operators:
- Third-Party Contractor would subcontract with tow operators and oversee 24/7 city-generated tow service delivery
 - City would oversee performance of third-party software/contract administrator and provide tow services guidelines and requirements including performance standards and criteria, tow rates, breaches, penalties, etc.

Proposed Revisions: Projected Outcomes

- Increased Efficiency and Streamlining
- Reduced Financial Impact
- Improved Communication and Customer Service
- Alignment with Key Tow Audit Findings and Recommendations

Revised Work Plan Timeline

Work Plan Item	Original Target Date	Revised Target Date
Request for Proposal	March 2020	September 2021
Award of Contract	June 2020	October 2021
Contractor On-boarding and Software Implementation	July -September 2020	January 2022
Transition of Tow Program from PBCE to SJPD	November 2020	February 2022
<i>Iterative process to improve tow services delivery model and Implementation of open audit recommendations</i>	n/a	Ongoing

Recommendation

- Accept the status report of the City-Generated Tow Services Delivery Model.
- Accept the revisions to the final implementation plan of the new City-Generated Tow Services Delivery Model and updates to the work plan timeline including:
 - Elimination of pilot program step
 - Addition of option to subcontract with tow operators to RFP Scope of Work
 - Projected Work Plan completion date, February 2022.