

**Towing Board of Review
Minutes
November 16, 2011**

1. **Call to Order:** 1:38 PM by Chairwoman, Kathleen Butler. After the meeting was called to order, Marian Gaylord, Towing Coordinator made some announcements. Ms. Gaylord thanked Bob Wilson for his service to the Board for over nine years as an industry representative. The winners of the recent vote for industry representatives are Jesse Copeland and Clark Tenney. Also, Ms. Gaylord welcomed Debbie Haugen as the newest member of the Board.

Clark Tenney, owner of 21st Century Towing, was presented with a certificate of appreciation for his company's exceptional performance on a difficult tow.

2. **Roll Call:**

Butler	P	Gaylord	P	La Fong	A
Child	A	Griffin	P	Osoinach	A
Copeland	P	Haugen	P	Tenney	P
Farres	P	Hunter	P	Wallis	P
Ferrero	P				

3. **Recognition of Towers/Others in Audience**

<u>Name</u>	<u>Company</u>
Eric Benson	A&B Towing
Don Beatty	Gerlock Towing
Donny Callahan	Gerlock Towing
Bruce Schneider	Newhouse & Hutchins Towing

4. **Approval of the Agenda** - Ed Ferrero moved and Dick Griffin seconded approval of the agenda. **Motion passed, unanimously.**
5. **Approval of Previous Month's Minutes** - Debbie Haugen moved and Ed Ferrero seconded approval of the September 2011 minutes, as submitted. **Motion passed, unanimously.**
6. **Report from the Towing Coordinator and staff**
- A. **Status of Service Fee Payments:** Safeguard Towing owes \$2,578 in Contract service fees for the months of August, September, and October. Ms. Gaylord said she would continue to follow up with the company and that the payments would probably have to be made in installments. Crown Towing owes \$202 for the month of October, however, a \$70 credit applied brings the remaining balance to \$132.
- B. **Status of Monthly Report Submissions:** All of the monthly reports were received timely.
- C. **Bonding and Insurance Status:** All insurance and bond certificates are current.

- D. **Tow log for previous month:** Ms. Gaylord reported that no one was over the allowable number of passes.

The Towing Coordinator and staff reports were unanimously accepted, as presented.

7. **Old Business**

- A. **60 day review of fuel surcharge - Towing Coordinator -** Ms. Gaylord referred to the print-out from the U.S. Energy Information Administration Web site distributed to the Board. She reported that there has been too little recovery in gasoline prices and that diesel prices had gone up. Ms. Gaylord recommended continuing the surcharge for another 60 days.

Ed Ferrero moved to accept the recommendation and Debbie Haugen seconded. **Motion passed, unanimously.**

- B. **Report on the start of the extension year - Towing Coordinator -** Ms. Gaylord referred to the report distributed to the Board regarding the follow-up on denied extensions. She reported the following:

Newhouse & Hutchins Towing - The company met with the Towing Coordinator as provided by the Board and provided records supporting their belief that their submission of monthly payments and reports was better than City records had shown. This raised their score and resulted in an extension of their contract.

Handy Andy's Towing - This company had no police hold when inspected for the extension review. Ms. Gaylord reported that previous inspections, performed by other City staff, had passed Handy Andy's, leading them to believe that a police hold was no longer required. After re-inspection by the Towing Coordinator, Handy Andy's score improved to over 60 points resulting in approval of extension of their contract.

Safeguard Towing - Certain amendments made to all towers' scores raised Safeguard's score to 60 points, a passing score. However, Safeguard manager, Patrick Sanford, declined to accept an extension of their contract. Ms. Gaylord received an e-mail confirming this.

Crown Towing - Ms. Gaylord reminded the Board that representatives of Crown asserted at the last meeting that their performance had improved over time. At the Board's request, Ms. Gaylord reviewed performance records during the last year of the contract, October 1, 2010 to September 30, 2011.

This review found that payments to Tow Desk were late six

times, payments of City service fees were late two times, and there was one late submission for the monthly reports. Crown had excessive passes for the month of October 2010. In all but two months since October 2010, the company responded late to more than 10% of contract tow requests. The other two months were 8% and 9%.

Crown's facilities and equipment were not re-inspected, resulting in no change in those scores. Points awarded for the tow bill audit and one uncertified staff were not altered. Ms. Gaylord reported that the company had received 16 complaints in three years, 11 of them since October 2010.

Ms. Gaylord concluded that there has been no material improvement in the last year of the contract. Crown was notified of their opportunity to address the meeting today but made no appearance.

Mr. Ferrero commented that the report was very helpful in exposing a chronic problem and that such a report would be helpful in future similar situations or in the matter of suspending a company.

Ms. Gaylord agreed that yearly progress reports could be provided in the future. She said that the monthly bulletin already provides the towers and the Board with some of the information contained in the review and that the towers receive daily reports from Tow Desk. Random inspections throughout the year should now be achievable with the addition of Jenny Farres to the staff.

Don Beatty with Gerlock Towing said that instead of faxing the reports, they will soon be e-mailing them. He said the reports will be more up to date and he confirmed that electronic records will continue to be kept.

Ms. Butler assured the Board that certain issues with the process have been addressed and should not recur in future reviews. She reported that the City has recently instituted a new database and more accurate record-keeping will be possible.

Ed Ferrero moved to accept the performance reviews and Debbie Haugen seconded. **Motion passed, unanimously.**

C. Changes in Class C rotational districts:

With help from Don Beatty and Donny Callahan, of Gerlock Towing, Eric Benson, owner of A & B Towing and Lee McBride, Newhouse-Hutchins, a proposal was developed to improve the procedure for deploying Class C tow services. Because the number of Class C providers has declined from a one-time high of five contractors to only three, it is important to

make the most efficient use of these limited resources.

It is expected that a single rotation will result in a more equitable distribution of tows and make Class C equipment more readily available for tows anywhere in the city.

The proposal includes:

- Combining the two Class C rotations into one, in order to simplify Tow Desk's task of dispatching Class C tow requests;
- A change in rates and the system for calculating Class C tow fees, to bring it better in line with industry practice; and,
- A two-tiered response standard for requests to tow Agency vehicles. This will allow towers more time to respond to non-emergency tow requests for Class C Agency vehicles.

Ed Ferrero moved, and Donald Hunter seconded a motion to approve the Class C proposals, as presented. **Motion carried unanimously.**

D. **Crown Towing appeal** - No one from Crown Towing was present to address the Board.

8. **New Business** - There was no new business.

9. **Adjourn** - Ms. Butler asked for a motion to adjourn. Ed Ferrero moved that the meeting be adjourned, and Dick Griffin seconded. The **motion passed, unanimously.** Meeting adjourned at 2:44 PM.

Minutes submitted by Jenny Farres: Regulatory Program Specialist