

**Towing Board of Review  
Minutes  
April 17, 2013**

1. **Call to Order:** The meeting was called to order at 12:40 PM by Chairwoman, Kathleen Butler.

2. **Roll Call:**

Benson	P	Ferrero	A	Hunter	A
Butler	P	Fullilove	P	La Fong	P
Child	P	Gaylord	P	Wallis	P
Copeland	P	Griffin	A		
Farres	P	Haugen	P		

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

<u>Name</u>	<u>Company</u>
Don Beatty	Gerlock Towing
Kim Karnes	Gerlock Towing
Dave Reichert	Speed's Towing
Minh Mathews	Andy's Towing
Bob Wilson	Newhouse & Hutchins Towing

4. **Approval of the Agenda** - Debbie Haugen moved and Dick Griffin seconded approval of the agenda. **Motion passed, unanimously.**

5. **Approval of Previous Month's Minutes** - Debbie Haugen moved and Rebecca Child seconded approval of the minutes. **Motion passed, unanimously.**

6. **Report from the Towing Coordinator and staff**

A. **Status of Service Fee Payments:** All contract service fee payments were received on time.

B. **Status of Monthly Report Submissions:** All monthly reports were received on time.

C. **Bonding and Insurance Status:** All bond and insurance certificates are current.

D. **Tow log for previous month:** Gerlock was over the pass percentage in February. They had a total of four calls.

The Towing Coordinator and staff reports were approved, unanimously.

7. **Old Business**

**60 day review of fuel surcharge** - Ms. Gaylord recommended continuing the surcharge. Rebecca Child moved and Helen La Fong seconded. **Motion passed, unanimously.**

8. **New Business**

A. **Review and approve 2013-2018 Tow Contract** - The contract has been extended to five years; however, the Board still

retains the ability to review performance at any time. Ms. Gaylord read and explained the thirty-five recommended changes for the 2013-2018 contract. Item #20 was re-worded to include an ID card to be issued by the bureau. For item #27 it was suggested that it would be good to have information regarding the number of complaints and the complaint ratio.

There were some questions from the industry representatives following the proposed changes. Some clarification was needed regarding item #17 in the Request for Qualifications. The requirement is that new applicants must provide documentation of at least two years' towing business experience with gross receipts of at least \$50,000-\$150,000. It was pointed out that \$50,000 was too low and it used to be just \$150,000. This item will be discussed further in the agenda when the application materials are reviewed.

There was a question about how useful it would be to continue to require map books, especially when GPS is now widely used. Ms. Gaylord said map books are still required because GPS is not infallible.

A question was raised about towers with multiple districts having the ability to use out of district trucks. It was argued that it could decrease response times. Ms. Gaylord said she doesn't believe it would necessarily decrease response times because there is no guarantee that the truck that is sent to a scene is the closest one. Also, allowing this would defeat the purpose of having districts.

There was also some clarification needed about police hold requirements. Some towers are under the impression that the space must always remain unused and be kept ready and waiting until such time the space is needed for a police hold. An example was given about the possibility of storing some equipment in the space. Ms. Gaylord said it would be okay to use the space temporarily as long as it is free of equipment and debris when it is needed.

There was a motion to accept the proposed changes, including the amendments to item numbers #20 and #27. Debbie Haugen moved to accept the changes and Helen La Fong seconded.  
**Motion passed, unanimously.**

- B. **Review and approve 2013-2018 application materials** - Ms. Gaylord said the applications are due on Monday, May 13 by 4:00 PM; however, the absolute deadline for insurance and bond certificates is August 15. The application fee has changed from \$100 to \$125, and towers only need to submit one copy of their application.

Ms. Gaylord said the primary changes have to do with the standard language the City has to use with their contract materials. Ms. Gaylord specifically discussed the subject of affirmative action and encouraged towers to be mindful of this. She also mentioned that a new item has been added regarding sustainability practices that the tower must address on their application. Also new is a detailed description of in-house training.

There was a question about item #18 and whether or not a company's reliability report with the Better Business Bureau will significantly impact an application. Ms. Gaylord said this item only has a small influence.

Debbie Haugen moved to accept the application materials as written except for changes including a copy of an employee's driver's license and a minimum of \$150,000 operating costs for new applicants. Rebecca Child seconded. **Motion passed, unanimously.**

- C. **Staffing request from Tow Desk** - Don Beatty reported that business is down significantly and requested they be allowed to reduce their staff to just one person after peak hours. He said Friday and Saturday would not be affected. Mr. Beatty also reassured the Board that should a shift get busy, they have the ability to quickly add more staff; however, they are usually able to plan ahead for busy shifts.

The Board decided on a trial period of six months and the staffing change will take effect on April 18, 2013.

Helen La Fong moved to accept the change with a review after six months. Debbie Haugen seconded. **Motion passed, unanimously.**

9. **Adjourn**

Ms. Butler asked for a motion to adjourn. The **motion passed, unanimously.** Meeting adjourned at 2:43 PM.

**Minutes submitted by Jenny Farres: Regulatory Program Specialist**