

Towing Board of Review
Meeting Minutes
May 2, 2018 1:30pm

- 1. Called to Order:** Meeting called to order at 1:40pm by Towing Coordinator, Patrick Kramer.

Roll Call:

Present: Eric Benson, Francis Cop, Michael Bouyear, Lynette Brown, Scott Bradley, Kimberely Patterson, Ae Young Lee, Richard Helzer, Clark Tenney, Michael Huggins

- 2. Introduce new Board Members**

Through a wide ranging social media outreach these individuals were selected by the Mayor to serve on the Board. Richard Helzer, Scott Bradley, Ae Young Lee were introduced as new Board Members.

Richard Helzer: Born and raised in Portland. Automotive Enthusiast, Oregon Military department, service the trucks

Ae Young Lee: Civil engineer for Multnomah County. Interested in City process.

Scott Bradley: Finance profession worked in that capacity in Vancouver and metro area. Has served on this Board for approximately 2 years.

- 3. Approval of Agenda**

Motion to approve: Francis Cop

Second motion to approve: Lynette Brown

Contract says Tow Desk works exclusively for this contract unless otherwise approved by the Tow Board.

Kim Karnes stated that they need to be able to add more clients to avoid employee layoffs at the sunset of their dispatch contract with us. Tow Desk is committed to maintain their level of service to this contract. Service issues would be addressed as they come up. The decision sought is a blanket approval to work for additional clients.

Passes unanimously

- 4. Public Comment**

No comments offered

5. Vote on HCKM LLC, dba Gerlock Towing’s (Tow Desk) request to perform dispatch services for additional companies/agencies.

Tow Desk has requested permission to perform dispatch work for other companies or agencies. The contract stipulates that Tow Desk works exclusively for our tow contracts unless approved by the Board. Discussion followed on Tow Desk’s ability to maintain service levels for the contract. Tow Desk is committed to maintain service levels for our contracts, but needs to set up additional work to prepare for the dispatch software transition. The motion is a blanket approval for any additional business relationships Tow Desk desires. Any subsequent service issues will be addressed at the time they occur.

Motion to authorize Tow Desk to procure additional dispatch work for outside companies and organizations in addition to work performed for our towing contracts: Cop

Seconded by: Brown

Name	Vote	Name	Vote
Ae Young Lee	Aye	Bouyear	Aye
Helzer	Aye	Brown	Aye
Huggins	Aye	Bradley	Aye
Cop	Aye	Kramer	Aye

Motion passes unanimously

6. Vote on Proposal to Extend Towing Contract through September 31, 2019 and extend the Dispatch and Data Services Contract through December 31, 2018

Extension of contracts needed to allow for more time to update the contracts and allow for a smooth transition to dispatch software.

Motion to Extend Towing Contract through September 30, 2019 and extend the Dispatch and Data Services Contract through December 31, 2018

Plan is to implement new dispatch software prior to December 31st to avoid a transition on New Years Eve. Discussion about transition. Suggestions were made to extend dispatch contract further to avoid issues related to a transition during holiday season, potential inclement weather and sweeps.

Kramer stated that it's important for all parties to be aware that the City may need to terminate the contract early as we intend to complete the dispatch transition prior to December 31, 2018.

Concerns about not having a timeline for this entire process. Suggestion to vote on contract extensions separately. Concern expressed about dates needing to be firmed up in the process prior to setting contract extension.

Extend Towing Contract through September 30, 2019 and Dispatch Contract December 31, 2018: Huggins

Seconded by: Brown

Name	Vote	Name	Vote
Ae Young Lee	Nay	Bouyear	Nay
Helzer	Nay	Brown	Nay
Huggins	Nay	Bradley	Nay
Cop	Nay	Kramer	Nay

Motion failed

Kim Karnes asked to amend the minimum notice for a no cause contract termination from 30 days to 90 days. Huggins suggested giving Tow Desk a year extension with a 90-day notice of termination.

Motion to extend towing contract through September 30, 2019: Bradley

Seconded by: Brown

Name	Vote	Name	Vote
Ae Young Lee	Aye	Bouyear	Aye
Helzer	Aye	Brown	Aye
Huggins	Aye	Bradley	Aye
Cop	Aye	Kramer	Aye

Motion passes unanimously

It was noted that the current contract states 120-day notice. This was a more desirable notice for Tow Desk.

Motion to Extend Dispatch Contract through June 30, 2019: Huggins

Seconded by: Cop

Name	Vote	Name	Vote
Ae Young Lee	Aye	Bouyear	Aye

Helzer	Aye	Brown	Aye
Huggins	Aye	Bradley	Aye
Cop	Aye	Kramer	Aye

Motion passes unanimously

7. Vote on proposal to allow a list of “Supplemental Tow Providers” when our Contract Towers are not able to respond to a request for service.

We have had issues with getting resources on demand for Class B and C vehicles. There have been occasions of motorhomes and larger vehicles blocking the right of way and not being able to get timely tow service due to lack of available resources. We have a need for additional equipment available to us, for Class B and C tows. The need has arisen when we offer a motorhome or larger vehicle to all contract towers and they do not have the equipment available in a reasonable amount of time. The City needs to have the flexibility to utilize towers outside of the contract when no contract towers are available.

Towers expressed concern over them being required to meet all contract requirements when the supplemental tower may not. They also stated that if they knew when and where we were having issues, they could possible adjust accordingly. In addition, they were opposed to Class A tows being a part of the supplemental towers. Towers requested they be given the opportunity to adjust to the issue so they can accommodate these needs. Kramer stated that it would be difficult to forecast exactly when the tows are needed. It’s not a consistent day or time. Tow Desk can spend 15-20 minutes on one tow trying to get an available tower. There are few instances where a tow Class B or C can be done anytime. Most RVs to be towed are standby tows that need to be towed as soon as possible. Brown was asked many times through the summer and current towers were not able to meet their needs. Bouyear and Cop requested the supplemental towers not be used for Evidence tows. Don Beatty said we something to happen to solve this issue. It takes a lot of extra time to get a tower and there are times when a tower is not available at all.

Motion to bring back this issue with more parameters regarding the type of vehicles this includes: Helzer

Seconded by: Brown

Name	Vote	Name	Vote
Ae Young Lee	Aye	Bouyear	Nay
Helzer	Aye	Brown	Aye
Huggins	Aye	Bradley	Aye
Cop	Aye	Kramer	Nay

Motion passes

Bradley said it was less about the data and more about a motion providing more parameters regarding how these will be used.

8. Appeal of Failure to Respond Determination RV #197: Sergeants Towing

Sergeants didn't realize the meeting was today. The proposed penalty is due to failure to respond on a call. Sergeants was dispatched a call and came with wrong equipment despite being provided the necessary information to bring the correct vehicle.

Motion to uphold decision: Brown

Seconded by: Cop

Name	Vote	Name	Vote
Ae Young Lee	Aye	Bouyear	Aye
Helzer	Nay	Brown	Aye
Huggins	Aye	Bradley	Nay
Cop	Aye	Kramer	Aye

Motion Passes

9. Upcoming Towing Board of Review changes

This subject will be discussed more at the next meeting. No pending changes going to council at this time. ONI is putting a template together based on type of Board or Commission type. We'll know more once they finalize their information. We just want to give you a heads up.

10. Adjourn Meeting

Motion to adjourn: Cop

Second to adjourn: Brown

Motion passes unanimously

Minutes respectfully submitted by Patrick Kramer, Towing Coordinator