

PROPOSED CHANGES TO RMC 5.15- REGULATION OF RIVERSIDE POLICE OFFICIAL POLICE TOW TRUCK SERVICE

City Manager's Office

Public Safety Committee
November 12, 2019

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PUBLIC SAFETY COMMITTEE HISTORY

1. On May 15, 2019, the Committee met on the Official Police Tow Truck Service Regulations. Following the discussion, the committee voted unanimously requesting: 1) the City Manager assign staff who are not involved to mediate the tow service regulation concerns between the Police Department and the tow contractors; and 2) for staff to research funding sources to potentially offset the cost of towing large nuisance vehicles and return to the City Council's Public Safety Committee in 30-45 days.
2. In June 2019, all 14 contractors with the Official Police Tow Truck Service were invited to meet with the City Manager's Office between June 17, 2019, and July 28, 2019 as a group or individually to discuss concerns with the current towing program. There were four meetings, representing five companies, held at City Hall.
3. In June 2019, a phone conference was conducted with the California Highway Patrol, Riverside Area, to learn about their program.
4. On September 18, 2019, the Committee reviewed and discussed the Riverside Police Department towing program mediation recommendations and directed staff to continue negotiations with representatives from the Police Department and towing companies regarding Riverside Police Department Towing Service Program and return in November to the Public Safety Committee with a recommendation or forward the matter to the City Council for further discussion.

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Agreement with US Towing Consortium (16/35)

1. Contract Terms – 5 years
2. Towing Ordinance – RPD to give Current Contractors 10-day notice for any public meeting impacting RMC 5.15
3. Towing Ordinance – need for contract amendments for revisions to the Ordinance – contractors to sign and return contract amendment within 30 days or forfeit remaining agreement
4. Coverage Areas to remain to geographic service areas
5. Towing Rates – review the rates using other jurisdictions
6. Hold Towing & Storage – Holds do not automatically expire, RPD is responsible for status, and RPD pays for storage on Hold vehicles
7. Impound/Evidence Towing – RPD to pay establish tow rates when towed vehicles are released from RPD property
8. Impound/Evidence Towing – RPD to pay for storage of impound/evidence towed vehicles.
9. Towing rates for Police Vehicles removed from Contract
10. Removal & Disposal of No Value Motorhomes – City to pay \$1,500 upon confirmation of destruction
11. Response Time – 30 minutes, 45 minutes for heavy & special circumstances
12. Authorized Drivers – All submit to CA DOJ Live Scan and RPD to provide response within 14 days of Live Scan report
13. Vehicle Release – only with RPD written authorization
14. Inside Storage – space is not required to remain empty for potential RPD use
15. Report Submission – changes to structure and requirements
16. Grounds for Cancellation

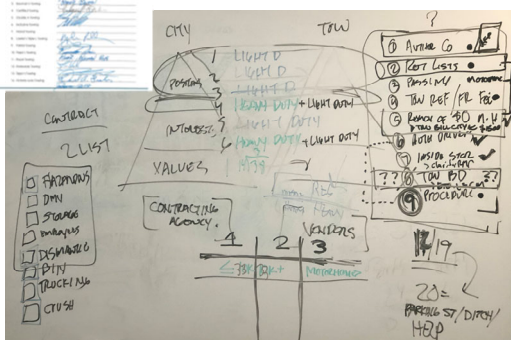
1. How to be an Authorized Company – Extend current contract in lieu of RFP
2. How to be an Authorized Company – RFP/RFQ process
3. How to be an Authorized Company – committee selection process
4. How to be an Authorized Company – reduction to number of companies would create a financial hardship for companies not selected
5. How to be an Authorized Company - number of service providers vs natural attrition
6. Rotation Lists – Single vs Double Lists
7. Rotation Lists – use of subcontractors
8. Rotation Lists – Single list with Dispatch direct calls vs double list with direct calls
9. Rotation List – scheduled service weeks vs equal rotations
10. Rotation List – under scheduled service weeks, only the company for the week must maintain 3 units 24/7 for the City
11. Rotation List – scheduled service weeks would be a safety hazard and a hiring burden for companies
12. Passing – passing for any reason vs passing for acceptable reasons
13. Tow Referral or Franchise Fee – request for review of the fee, inclusion of exemptions & to charge fee to the customer
14. Removal & Disposal of no value motorhomes – single list vs towing companies state that heavy equipment is not required
15. Authorized Drivers – Immediate suspension for complaint of an unauthorized driver vs contract cancellation with finding of the use of an unauthorized driver
16. Inside Storage – three feet vs two feet with clarification needed for Inside and Outside Storage requirements
17. Inside Storage – seeking clarification that the parameters are enough for two vehicles with 3 feet
18. Tow Board – request for a non-voting towing industry professional on the Board
19. Recommended procedure for actions against a company – Contract Determination decision final with Police Chief vs decision by the Public Safety Committee

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Meeting Agenda		
Date	Time	Location
October 1, 2014	10:00 AM	120-100 27th St
<p>Agenda</p> <p>Chairman's Welcome</p> <p>Member Participation</p> <ul style="list-style-type: none"> 1. Welcome 2. Board Meeting 3. Board Meeting 4. Board Meeting 5. Board Meeting 6. Board Meeting 7. Board Meeting 8. Board Meeting 9. Board Meeting 10. Board Meeting 11. Board Meeting 12. Board Meeting 13. Board Meeting 14. Board Meeting 15. Board Meeting 16. Board Meeting 17. Board Meeting 18. Board Meeting 19. Board Meeting 20. Board Meeting 21. Board Meeting 22. Board Meeting 23. Board Meeting 24. Board Meeting 25. Board Meeting 26. Board Meeting 27. Board Meeting 28. Board Meeting 29. Board Meeting 30. Board Meeting 31. Board Meeting 32. Board Meeting 33. Board Meeting 34. Board Meeting 35. Board Meeting 36. Board Meeting 37. Board Meeting 38. Board Meeting 39. Board Meeting 40. Board Meeting 41. Board Meeting 42. Board Meeting 43. Board Meeting 44. Board Meeting 45. Board Meeting 46. Board Meeting 47. Board Meeting 48. Board Meeting 49. Board Meeting 50. Board Meeting 51. Board Meeting 52. Board Meeting 53. Board Meeting 54. Board Meeting 55. Board Meeting 56. Board Meeting 57. Board Meeting 58. Board Meeting 59. Board Meeting 60. Board Meeting 61. Board Meeting 62. Board Meeting 63. Board Meeting 64. Board Meeting 65. Board Meeting 66. Board Meeting 67. Board Meeting 68. Board Meeting 69. Board Meeting 70. Board Meeting 71. Board Meeting 72. Board Meeting 73. Board Meeting 74. Board Meeting 75. Board Meeting 76. Board Meeting 77. Board Meeting 78. Board Meeting 79. Board Meeting 80. Board Meeting 81. Board Meeting 82. Board Meeting 83. Board Meeting 84. Board Meeting 85. Board Meeting 86. Board Meeting 87. Board Meeting 88. Board Meeting 89. Board Meeting 90. Board Meeting 91. Board Meeting 92. Board Meeting 93. Board Meeting 94. Board Meeting 95. Board Meeting 96. Board Meeting 97. Board Meeting 98. Board Meeting 99. Board Meeting 100. Board Meeting 		



1. Extend current contract in lieu of RFP
2. Set another meeting to address condensed topics

1. How to be an Authorized Company
2. Rotation Lists
3. Passing
4. Tow Referral or Franchise
5. Removal & Disposal of no value motorhomes
6. Authorized Drivers
7. Outside Storage
8. Tow Board – request for a non-voting towing industry professional on the Board
9. Recommended procedure for actions against a company

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OCTOBER 31, 2019 MEETING



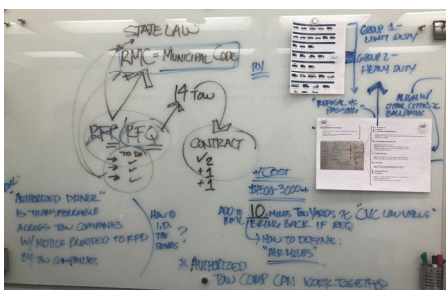
Performance Comparison

Method	Accuracy (%)	Precision (%)	Recall (%)	F1 (%)
Proposed Method	95.2	94.8	95.5	95.2
Method A	92.1	91.5	92.8	92.1
Method B	90.5	89.8	90.2	90.2
Method C	88.9	88.2	88.5	88.5
Method D	87.3	86.7	87.0	86.7

Robustness Comparison

Method	Accuracy (%)	Precision (%)	Recall (%)	F1 (%)
Proposed Method	93.5	93.0	94.0	93.5
Method A	91.2	90.5	91.8	91.2
Method B	89.8	89.0	90.5	89.8
Method C	88.5	87.8	89.0	88.5
Method D	87.0	86.2	87.5	86.7

The figure consists of two main parts. The top part, 'Performance Comparison', shows a table and a bar chart comparing the proposed method with four other methods (A, B, C, D) across four metrics: Accuracy, Precision, Recall, and F1 score. The proposed method consistently shows the highest performance across all metrics. The bottom part, 'Robustness Comparison', shows a similar table and bar chart, but the proposed method's performance is slightly lower than in the top part, while the other methods show a more significant drop in performance, indicating the proposed method's superior robustness.



△'s Resolved

1. How to be an Authorized Company – RFP/RFQ
2. Rotation Lists – equal rotations, single list with the option for using RPD approved companies as subcontractors
3. Passing
4. Removal & Disposal of no value motorhomes @ \$1,500 with storage yard within 10 miles of the City Limits
5. Authorized Drivers – multiple companies and 14 day response from Live Scan Report
6. Outside Storage - clarifications
7. Recommended procedure for actions against a company – City Manager or designee to be final action

Additional Discussion needed for:

1. How to be an Authorized Company – when and how the RFP/RFO are processed
2. Funding Source for the removal and destruction of no/low value motorhomes
3. Analysis of the Tow Referral Fee & Towing Rate Schedule



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TAKEAWAYS FROM 10/10 & 10/31 MEETINGS

- Talking and listening with each other
- Explaining how the bureaucracy works and helps
- Using real examples is key
- Aligning pragmatism & policy for public interest
- Get beyond blame & position to shared interests & values
- Be vulnerable: ask what if? or what about?
- Avoid surprises and apologize when mistaken



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EXPECTED TIMELINE

Date(s)	Action
November 2019 – March 2020	December 4, 2019 – November 2019 – February 2020 - Propose policy changes to RMC 5.15 to the Public Safety Committee and City Council for approval
December 4, 2019	City Council to approve the final one year contract extension with the current 14 tow companies for 1/1/2020 to 12/31/2020
April 2020	Issue an Request for Qualifications (RFQs) for interested companies to respond with proposals to determine the most qualified service providers –will include the revised towing contract (details to be determined by RMC changes approved by Public Safety Committee and City Council)
July 2020	Police Department to present panel of towing contracts for City Council approval to begin 1/1/2021

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CONTRACT TERM

5.15.080 - Agreements	Recommendation
The terms of agreement are to be for two-years with two one-year extensions thereafter.	<p>The terms of agreement are to be for five -years.</p> <p>The Police Department is to provide City Council with recommended list of towing contractors every five years.</p>

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TOWING ORDINANCE MODIFICATIONS

What we do today	Recommendation
Companies agree that the City's Ordinance governing towing operations may be changed, revised, amended or otherwise modified by the City, in its sole discretion, during the term of the contract.	5.15.110 - Standard rules of operation (N) The Riverside Police Department is to provide a 10-day advance email notification to all contracted tow operators advising the date and times for City Council Standing Committees and City Council meetings related to the changes to the Towing Ordinance.



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TOWING ORDINANCE MODIFICATIONS

What we do today	Recommendation
Changes to the Ordinance governing towing operations is applicable to the towing companies thirty days after the City provides written notice to the company.	5.15.110 - Standard rules of operation (O) Updates to the Riverside Municipal Code will necessitate a contract amendment for the towing agreements. Companies that do not sign and return the contract amendment within 60 days of receipt will forfeit the remainder of the agreement term.



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ROTATION LISTS

5.15.100 - Standards for tow truck equipment	Recommendation
Each of the two service coverage areas has two lists – one for light duty and one for heavy duty	<p>Each of the two service coverage areas to have a single list for all service needs</p> <p>Official police tow services shall provide towing equipment capable of providing for all of the following services or have immediate access to the required assets through a subcontracting agreement with another Riverside Police Department contracted towing company</p>



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TOWING RATES

What we do today	Recommendation
City of Riverside Approved Vehicle Towing Rate Schedule, Effective January 21, 2015	<ol style="list-style-type: none"> 1. Include the approved Tow Rates in RMC 5.15 2. Police Department to update the Tow Rates every five years, using with rates from other local jurisdictions, to establish rates for Riverside customers 3. Evaluate towing rates at a future Public Safety Committee meeting



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PER TOW REFERRAL FEE

5.15.095 - Per tow fee	Recommendation
The Official Police Tow Service shall pay monthly to the City during the term of the agreement, a per tow fee. Terms and provisions for payment of the fee shall be in the agreement set forth in Sections 5.15.080	Staff to provide an analysis and recommendation for Public Safety Consideration to potential modify the Fees & Charges established for the Per Tow Referral rate at a future Public Safety Committee meeting



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HOLD TOWING & STORAGE

5.15.110 - Standard rules of operation (B)	Recommendation
"HOLD" is a designation from RPD to a towing company for a level of care above that generally accorded to stored or impounded vehicles.	"HOLD" is a designation by the storing/impounding Police Department employee requesting a level of care above that generally accorded to stored or impounded vehicles.
"HOLDS" expire ten calendar days after the date of the tow, unless otherwise extended by a Police Department employee.	"HOLDS" expire upon a written release from a Police Department employee that modifies the "hold" status of the vehicle.
Companies are not compensated for towing "hold" vehicles.	Riverside Police Department to pay the towing company \$1 per day after the initial 30 days for vehicle storage costs incurred due to the Riverside Police Department designation for "hold" or "evidence" vehicles.



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IMPOUND/EVIDENCE TOWING & STORAGE

5.15.095 - Per tow fee	Recommendation
If a vehicle is initially towed to a police station on an evidence hold and the vehicle is subsequently released from the station and not returned to the official police tow service, the City shall give that official police tow service two per tow fee credits (\$130)	The Riverside Police Department is responsible for paying for the approved towing rates for any vehicles towed to and subsequently released from Riverside Police Department locations which prevent the towing company from recovering service costs from the responsible party



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REMOVAL AND DISPOSAL OF NO VALUE MOTORHOMES

What we do today	Recommendation
The City does not compensate Towing Companies for the disposal costs associated with no/low value motorhomes	<p>The Riverside Police Department has a business need to lawfully remove no/low value (as defined by CVC §22670, §22851.2 & §22851.3) recreational vehicles from the public right of way.</p> <p>For the no/low value recreational vehicles that require destruction, the Riverside Police Department will reimburse up to \$40,000 per fiscal year for this service at the rate of \$1,500 per vehicle upon confirmation of the destruction.</p> <p>Determine the funding source for motorhome abatement costs at a future Public Safety Committee meeting</p>

* Low Value Vehicles as defined by CVC §22670, §22851.2 & §22851.3



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APPROVED DRIVERS

What we do today	Recommendation
Companies shall submit a driver information form on all employees hired to drive for the OPTS. The form shall be submitted to the Police Tow Coordination with five days of employment.	5.15.020 - Approved Driver is means that the tow truck drivers and operators, (CVC 2431) have passed the Riverside Police Department review for criminal history and driver history screening.
Forms should be completed for all employees who will be interacting with the public and/or anyone with a financial interest in the company. Employees shall submit to a criminal history records check and provide fingerprints.	Approved Drivers are authorized to work for more than one contracted towing company upon notification to the Police Department for the additional employer(s).
	5.15.110 - Standard rules of operation. The Riverside Police Department review for Authorized Drivers will be completed and reported back to the Towing Companies within 10 business days after the receipt of the California Department of Justice live scan report.



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OUTSIDE STORAGE

5.15.110 - Standard rules of operation	Recommendation
Official police tow service shall have a secure and environmentally safe vehicle storage facility with a minimum of 15,000 usable square feet with a minimum of three feet separation between each vehicle.	Official police tow service shall have a secure and environmentally safe vehicle storage facility with a minimum of 15,000 usable square feet with a minimum of two feet separation between each vehicle.
The vehicle storage facility must be located within one driving mile of the corporate City limits of the City of Riverside.	The vehicle storage facility must be located within one driving mile of the corporate City limits of the City of Riverside.
	The vehicle storage facility to be used for the processing and potential destruction of low/no value motorhomes must be located within 10 driving miles of the corporate city limits of the City of Riverside.



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INSIDE STORAGE

5.15.110 - Standard rules of operation

The vehicle storage facility must have adequate storage facilities to provide storage of two vehicles, within an enclosed area, totally protected from the weather, contamination or handling by unauthorized person(s).

Recommendation

Inside Storage: The vehicle storage facility must have adequate storage facilities to provide storage of two vehicles, with a minimum of three feet separation between each vehicle, within an enclosed area, totally protected from the weather, contamination or handling by unauthorized person(s).

The indoor storage area may be used for other purposes when not required by the Riverside Police Department.

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TOW BOARD

5.15.020 - Definitions

Tow Board means a board which shall consist of the Traffic Bureau Commander or his or her designee, and two additional Police Sergeants, excluding the Traffic Bureau Administrative Sergeant, each of whom shall be designated by the Chief of Police.

The Tow Board shall enforce the Riverside Municipal Code, the Official Police Tow Service written agreement with the Riverside Police Department, and regulations as they apply to the Official Police Tow Service.

The Tow Board shall hear evidence from all parties and make a disposition and disciplinary action determination regarding complaints of misconduct, contractual violations, and violations of law concerning the Official Police Tow Service.

Recommendation

Tow Board means a board which shall consist of the Traffic Bureau Commander or his or her designee, and two additional Police Sergeants, excluding the Traffic Bureau Administrative Sergeant, each of whom shall be designated by the Chief of Police.

The Tow Board shall enforce the **California Vehicle Code (CVC)**, Riverside Municipal Code (RMC), the Official Police Tow Service written agreement with the Riverside Police Department, and regulations as they apply to the Official Police Tow Service.

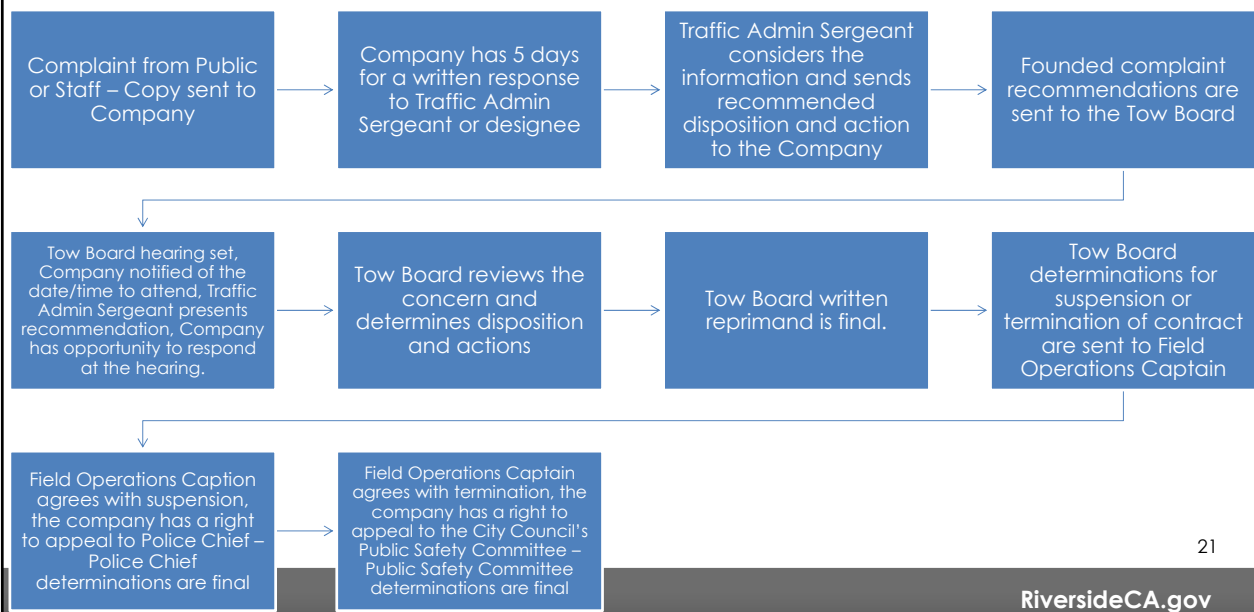
The Tow Board shall hear evidence from all parties and make a disposition and disciplinary action determination determinations and enforce corrective actions, **up to but not including cancellation of the Towing Agreement**, regarding complaints of misconduct, contractual violations, and violations of law concerning the Official Police Tow Service.

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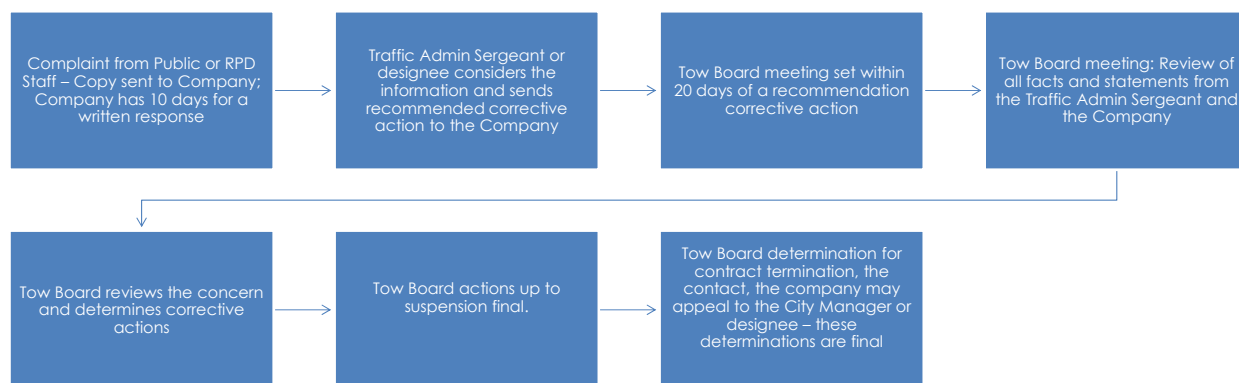


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CURRENT PROCEDURE FOR ACTION AGAINST A COMPANY



5.15.145 - PROCEDURE FOR ACTION AGAINST OFFICIAL POLICE TOW SERVICE - RECOMMENDED



WHAT IS NEXT

Date(s)	Governing Body	Action to be Requested
December 4, 2019	City Council	Approval for the final one year contract extension with the current 14 tow companies for 1/1/2020 to 12/31/2020
December 2019 – February 2020	Public Safety Committee	Discussion and determination for the recommended policy changes to RMC 5.15
March 2020	City Council	Discussion and approval of the policy changes to RMC 5.15
April 2020	City Manager's Office / Police Department / Finance Department	Issue an Request for Qualifications (RFQs) for interested companies to respond with proposals to determine the most qualified service providers
July 2020	Police Department	Approval for the panel of Police towing contractors. Contract term dates to begin 1/1/2021



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RECOMMENDATIONS

That the Public Safety Committee:

1. Review and discuss the proposed recommendations for changes to the Riverside Municipal Code Chapter 5.15 regarding Regulation of Riverside Police Official Police Tow Truck Service, including amendments to Sections 5.15.020, 5.15.030, 5.15.080, 5.15.095, 5.15.100, 5.15.110, 5.15.120, 5.15.130, 5.15.145, 5.15.150; and
2. Request staff return to the Public Safety Committee to provide additional analysis or recommendations for other policy changes requested for Riverside Municipal Code 5.15 – Regulation of Riverside Police Official Police Tow Truck Service.



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