

Towing and Lien Sales Operation

- The City took over the Towing and Lien Sales contractor operation in January 1983 to support the City's Police Patrol, Parking Control and general City operations
- The City has the only municipal tow and lien operation west of the Mississippi
- Numerous municipalities are currently researching our operation to find out how to initiate similar successful programs for their own jurisdictions

SECTION B/PRESS-TELEGRAM/SATURDAY, NOVEMBER 20, 1982

● Entertainment B7
● Television B8

local news

City cancels towing contract, will tow c

By Bob Houser
Staff writer

Long Beach will start its own service for police-connected towing on Jan. 1.

Bill Sims, 43, the city's contract operator for six years, says the city's plan "is a joke" but "I'm the most relieved person in the world."

In his first public rebuttal to city allegations of poor service, Sims blasted "zero" Police Department leadership as the cause of what he regards as a one-sided and unfair dialogue against his towing service at 3111 E. Willow St.

"I'm not unhappy that I did their business," said Sims. "I made enough money to retire and I'm going to retire as soon as I clear this lot out — probably the first of May."

He said his son, James, will take over the business, reduced by about 80 percent due to termination of the city contract.

Sims said he grossed probably about \$5 million

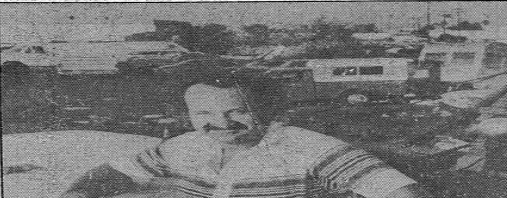
He said impound storage reports, required by state law, are routinely filed by his other clients, the California Highway Patrol, Long Beach campus police and the federal government. But Long Beach police, he said, do not provide such reports.

"And that just leaves me wide open," he said. "When there's a complaint, I'm the one who gets sued."

Assistant City Attorney John Calhoun said he is not aware of any such requirement in the state Vehicle Code, adding, "I'd appreciate knowing the section referred to."

Deputy Police Chief William Stovall denied Sims' claim about illegal auto storage and said that Long Beach police choose to use a form other than the CHP form for vehicle inventory. "But we are not in violation of state law."

Asked about the missing property complaints, Sims said, "I am not a thief. Unfortunately, I've had thieves working for me and I terminate them. And I've called police units here to arrest and tow for



Towing and Lien Sales Operation

The City's towing operation provides a wide variety of services to all City Departments and the general public:

- PD tow services with a 93% response rate of less than 30 minutes,
 - ✓ DUI check points,
 - ✓ City Special Events (LB Marathon, LB Grand Prix, etc.)
- Parking Enforcement services keep streets clear and safe
- Safe and secure storage of citizen's vehicles
- Weekly Vehicle and Property Lien Sales auction services
- Secure Police Evidence Storage and chain of evidence custody
- After-hours tire replacement services for all City departments
- 24/7 unlocking and jump start services for all City vehicles



Towing and Lien Sales Performance

- While FY 09 resulted in a reduction in tows requested and a difficult used car sales market, the Division has responded by increasing efficiency and reducing costs to hold profitability margins
- The Division provides an annual average net positive fund balance contribution of \$2.5 million for transfer to the General Fund

	<u>Total Revenue</u>	<u>Bond Payment</u>	<u>GP Transfer</u>	<u>Tows</u>
FY 06	\$7,929,114	\$1,169,338	\$2,878,172	21,604
FY 07	\$8,228,779	\$1,167,520	\$2,943,720	21,096
FY 08	\$8,865,295	\$1,162,142	\$3,411,739	20,176
FY 09	\$8,524,873	\$1,161,393	\$1,358,680	19,605
FY 10 (proj)	\$9,376,997	\$1,156,439	\$3,476,041	20,100

Towing and Lien Sales Performance

- **Effective enforcement and implementation of policies and procedures have resulted in positive results in FY 09**
 - **Contract tow services were reduced by 38%**
 - **Overtime expenses were reduced by 12%**
 - **Average Lot inventory was reduced by 10%**
 - **Average vehicle sale price increased 3.9%**



Towing and Lien Sales Efficiencies

- **Vehicle Title Surrender Program**
- **Legal Owner Outreach**
- **Vehicle Title Transfer**
- **Dismantler Lien Processing**
- **Deficiency Collection Program**
- **Ticket Payments at Towing Facility**
- **Improved technology & security features**
- **Lot reorganization & re-striping**
- **Wheel Booting Program**
- **ALPR readers**

Towing and Lien Sales Collections

- **Uncollected towing and storage fees:**
 - FY 08: \$9.1 million
 - FY 09: \$7.8 million
- **RFP for Collection Services**
 - Vendor (MRS Associates) selected by committee
 - 4%-5% collection
 - 15% contingency
 - Proceeding on a go-forward basis
 - City Council consideration in early 2010