

City of Alameda



Interdepartmental Memorandum

Date: April 12, 2017

To: Lieutenant Jill Ottaviano
Commander, Services Division

From: Sergeant Ryan DeRespini *RDS*
Supervisor, Traffic Division

RE: Tow Contract – Contractor Facilities Inspections

On April 12, 2017, Lieutenant Munoz and I conducted facility inspections of the contractors bidding on the City of Alameda tow contract. Lieutenant Munoz and I met with the manager of each contractor during our inspections. Each contractor was given equal scrutiny, with standardized questions being asked of each.

KEN BETTS TOWING

Ayub Azam, the manager, was the point of contact during our site visit. Ken Betts' office, yard, and inside storage is located at 4825 San Leandro Blvd. in Oakland, approximately 2.3 miles from the Alameda Police Department.

The inside storage area is approximately 16,000 sq. feet in addition to 12,000 sq. feet outside. The inside storage can accommodate approximately 100 vehicles, while the outside accommodates approximately 130 vehicles. They have 16 motion-activated cameras, which are monitored via CCTV's throughout the facility as well as Azam's home and telephone. Betts' facility is also monitored by Bay Alarm who also has access to the CCTV feed. Police-associated impounds are stored and secured on the premises with evidence type impounds being stored and secured inside the facility.

Ken Betts has 15 trucks, four of which are flat beds, and a total of 24 drivers. They have heavy duty trucks which have the capability of up-righting overturned vehicles. Their trucks appeared well equipped and fully operational. All drivers submit to pre-employment and random drug testing. They all have a valid California Drivers License and Ken Betts participates in the DMV Employer Pull Program, informing them if there is any change to the driver's DMV record. They have 16 drivers working during the day and two drivers during the night.

The overall appearance of the facility was neat and orderly. Ken Betts is our present contractor and has done an excellent job over the past 21 years. Response time is acceptable, and there have been virtually no public complaints regarding their operation. There have been no adverse contacts between Ken Betts Towing and APD.

Although Betts assists other cities if requested, APD is their main priority as evident by their designated APD phone line. They are also in CHP's rotation along with being contracted for CHP's evidence needs and are AAA affiliates.

Ken Betts has an "A+" Better Business Bureau rating.

SUMMARY: Ken Betts is an outstanding contractor that considers APD as their first priority. They have the second largest fleet of vehicles and drivers and are capable of meeting and/or exceeding all of our tow needs. They offer the best security, having a CCTV on the premises. In addition, they are monitored by Bay Alarm during the nighttime hours, along with Azam having access to the camera remotely. There have been no adverse contacts between Ken Betts Towing and APD.