

Brian Stout

From: [REDACTED]
Sent: Tuesday, August 11, 2015 10:34 AM
To: Brian Stout
Subject: Re: Arlington County Towing Rate Study - RESPONSE REQUIRED

good morning sir, yes i will help and give input in the study. al leach

-----Original Message-----

From: Brian Stout [mailto:bstout@arlingtonva.us]
Sent: Tuesday, August 11, 2015 10:05 AM
To: [REDACTED]
Subject: Arlington County Towing Rate Study - RESPONSE REQUIRED

Al,

Attached, please find a letter requesting your cooperation with Arlington County's towing rate study, to be conducted in the coming months. As you will remember, this is something that we have been talking about for the last couple of years as it relates to the Advisory Board, County Manager and County Board review of the County's maximum allowable fees for non-consent towing from private property. The study will be conducted by George Mason University. As the study requires operational data from the towing community in order for it to be completed, I am writing to request a response in writing from you that you will cooperate with this study. Once we receive confirmation from a sufficient number of companies, the County will proceed with a contract with GMU to begin the study.

Please let me know if you have any questions. I look forward to hearing from you.

Brian

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Brian Stout

From: Brian Stout
Sent: Tuesday, November 03, 2015 2:50 PM
To: 'Jay Fisette'; Patricia Carroll
Subject: RE: towing

Thanks Jay. I have not yet been in touch with [REDACTED] on scheduling, but will do so today or tomorrow. I need to discuss with her how she would like to schedule the multiple meetings it seems we will have this year, including the "public hearing" idea that you and [REDACTED] brought up last month. We are in the final stage of CAO review on the contract for the towing study, so this initial meeting will be more housekeeping to set up that process than anything else. Frankly, [REDACTED] may have a better idea based on her experience with Planning Commission, etc on how to structure this than I do.

I will provide you with another update once I have spoken to her.

Brian

From: Jay Fisette [REDACTED]
Sent: Monday, November 02, 2015 6:57 PM
To: Patricia Carroll <Pcarroll@arlingtonva.us>
Cc: Brian Stout <Bstout@arlingtonva.us>
Subject: RE: towing

Thanks, Pat.

I understand the sensitivities on this issue. However, the TAB needs to have a full discussion, and consider implementing a second signature for commercial properties during the period in which they are open. I'm happy to discuss further – though Brian is well aware.

Brian – have you connected with [REDACTED] and scheduled the TAB meeting in November? As you know, the meeting is required by State law.

Jay

From: Patricia Carroll [<mailto:Pcarroll@arlingtonva.us>]
Sent: Monday, November 02, 2015 6:06 PM
To: Jay Fisette
Cc: Brian Stout
Subject: RE: towing

We have the authority. Nothing needed for the legislative package. I have copied Brian on this email to ask if the Tow Advisory Board is contemplating a recommendation. Personally, I am not sure we would want to exercise it as quite a few businesses, such as those represented by AOBA, would protest. Even my community would be unhappy as we do not have a manager who lives on site. So if you are thinking about using it, let's talk.

Pat

From: Jay Fisette [REDACTED]
Sent: Monday, November 02, 2015 6:00 PM

Timeline and Process for Trespass Towing Ordinance Consideration

DRAFT

January 1, 2016	Towing Study Initiated
February 5, 2016	Call for data from towing and recovery operators
February 22, 2016	Data Collection from Towers - Meetings
Week of May 9, 2016	Towing Advisory Board Meeting #1
Week of June 6, 2016	Towing Advisory Board Public Hearing (TAB Mtg. #1 +30 days)
Week of July 11, 2016	Towing Advisory Board Meeting #2 (Public Hearing + 30 days)
September 24, 2016	RTA for Ordinance Changes
October 15, 2016	Ordinance Adoption

Brian Stout

From: Brian Stout
Sent: Tuesday, November 10, 2015 4:38 PM
To: Jay Fisette
Cc: Liza Hodskins; Patricia Carroll
Subject: RE: Beyer's Towing Bill

Jay,

The legislation that he and [REDACTED] introduced earlier this year was included in the bill – you will remember that this was the old [REDACTED] legislation from several years ago. Practically, there is no real impact, beyond providing us with clear authority to regulate all aspects of non-consent towing so that our ordinance and State law could not be challenged in court. We have always believed that the County had full authority to regulate all aspects of towing and have never claimed that we did not have sufficient authority, but if this is enacted, this would clearly reflect that position in federal statute.

I am copying our conversation from earlier this year below for additional background. Let me know if you have any questions.

Thanks,
Brian

From: Jay Fisette
Sent: Tuesday, May 19, 2015 2:31 PM
To: Brian Stout <Bstout@arlingtonva.us>
Subject: RE: Time Sensitive FW: Predatory towing release - Monday

Thanks. See revised quote that you can forward on.

jay

From: Brian Stout
Sent: Tuesday, May 19, 2015 10:12 AM
To: Jay Fisette; Jay Fisette; Patricia Carroll; Kevin P. Black
Subject: RE: Time Sensitive FW: Predatory towing release - Monday

Jay,

Per our conversation yesterday, I have received greater clarity on the issue and the impact of the legislation. I have revised the draft quote accordingly for your review.

The authority of states and local governments to regulate non-consent towing, while not abundantly clear in Title 49, is on solid ground as a result of the 2002 Supreme Court decision in *City of Columbus vs. Ours Garage and*

To: Jay Fisette (Jfisette@arlingtonva.us); Jay Fisette [REDACTED]
Subject: FW: Time Sensitive FW: Predatory towing release - Monday

Jay – [REDACTED] office has requested a quote from you on this. As you will see, they are re-introducing [REDACTED] old bill related to towing regulation. I have a call in to the Legislative Information System in Richmond to get additional background on where the state and local authority to regulate comes from, but [REDACTED] office would like a quote today as they are planning to introduce the bill.

I have provided a draft below for your review – this is based off of the previous quote you provided to [REDACTED] several years ago. Can you please review/edit? Please let me know if you have any questions.

From: [REDACTED]
Sent: Monday, May 18, 2015 9:16 AM
To: Brian Stout
Cc: [REDACTED]
Subject: Time Sensitive FW: Predatory towing release - Monday

Brian – Sorry for the early Monday urgent email request! See below. Can you get us a quote from the County’s perspective on predatory towing in line with [REDACTED]? I think we had one from Jay last year.

From: [REDACTED]
Sent: Friday, May 15, 2015 6:11 PM
To: [REDACTED]
Subject: RE: Predatory towing release - Monday

Here’s a draft for you, [REDACTED] Let me know if it looks ok to you. You’ll see we’re using a quote from the Montgomery County Office of Consumer Protection – obviously, feel free to taylor the release to your district. Have a great weekend!

Van Hollen and Beyer Introduce Bill to Crack Down on Predatory Towing *Legislation will restore state and local governments’ ability to end predatory practices*

Washington, DC – Maryland Congressman Chris Van Hollen and Congressman Don Beyer (D-VA) today introduced the State and Local Predatory Towing Enforcement Act to crack down on predatory towing practices that leave consumers with costly bills and no recourse for overcharges and unfair treatment.

“Victims of predatory towing face real economic hardship that has a negative impact on their families and communities. For too long, victims have not had a mechanism to stand up for their rights as consumers,” **said Congressman Van Hollen**. “This legislation will protect consumers by closing the loophole that allows predatory towing practices to go unpunished.”

Beyer Quote

“Predatory towing is generally the largest single category of complaints we receive every month,” **said Eric Friedman, Director of the Montgomery County Office of Consumer Protection**. “We applaud Congressman Van Hollen and Congressman Beyer for introducing legislation to remedy any federal preemption loophole and to ensure that states and localities have the ability to limit overly aggressive towing practices.”

Brian Stout

From: Brian Stout
Sent: Tuesday, December 08, 2015 12:54 PM
To: Jay Fiset (Jfiset@arlingtonva.us); Jay Fiset [REDACTED]
Cc: Liza Hodskins
Subject: Meeting with [REDACTED]

Jay – I just got off of the phone with [REDACTED] and he would like to sit down with you this week if you are willing and have the time. I would strongly encourage you to do so. He will make himself available at any time this Wednesday, Thursday or Friday. 30 minutes should be more than enough, but even 15 minutes would suffice if that is all you have. Let me know if you would like to discuss.

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Brian Stout

From: Brian Stout
Sent: Friday, July 10, 2015 12:53 PM
To: Jay Fisette (Jfisette@arlingtonva.us)
Cc: Lynne Porfiri; Liza Hodskins; Mark Schwartz
Subject: Update on Various Issues
Attachments: JF Letter to JBMHH - Installation Access Control - July 2015.docx; TTAB Roster and Appointment Dates - 2015.docx

Jay,

Below is a quick interim update to you on the various issues we discussed 2 weeks ago. While all of these items are in process, I have not closed many of them out due to time unforeseen time constraints related to the Navy Annex. I will provide you with another update by the end of next week, at which time I expect to be much further along.

1. Bike Arlington Issues

- a. **Joint Base Myer-Henderson Hall.** I attended the BAC meeting on Monday night. Mark Schwartz met beforehand with [REDACTED] and provided me with the opportunity to sit in on a portion of that meeting to discuss this issue. The BAC meeting went well, all members fully understood the difficult situation given the security posture that the Army is under, and were supportive of the County's efforts to gain approval for cyclists to obtain a 1 year AIE pass as you and I have discussed. When posed the question of if this would be the right outcome for them, several members said definitively yes. As we discussed, attached is a draft letter for your review and circulation to your colleagues for their approval. The letter has been drafted on behalf of the County Board.
- b. **ANC Bicycle Use Policy – clarification.** In May of 2012, ANC instituted a new policy related to bicycles in the Cemetery. Essentially, the policy is a prohibition on riding a bicycle for recreation or transportation purposes in the Cemetery, with 2 exceptions. The first exception is for those individuals visiting a relative's gravesite, where they will have to report to the Visitor's Center and receive a temporary pass that allows them to only go directly to and from the gravesite. The second exception is the eastbound route from JBMHH that you have taken in the past. Contrary to what I told you previously, that route is still available, however it is at the discretion of ANC whether or not they permit the access. The reason that this route is still in effect is that it is included in the Code of Federal Regulations as the bicycle route through the Cemetery, and as you know that is a long process to make changes to. ANC is in the process of changing that portion of the CFR, but I do not have a timeline for action. That will be a public process, as required, and anyone will have the opportunity to comment on it.

2. Towing

- a. **Advisory Board:** Attached is the staff recommendation for TTAB appointments. I will work with Liza and Ilene to make sure these are ready to go for the 7/21 meeting. Prior to the end of July and following the 7/21 meeting, I will work with the Advisory Board members to schedule an initial meeting in September. In the interim, I will be working with ACPD and the CAO regarding staff recommendations for ordinance changes.
- b. **GRAMS:** The majority of the attachments to [REDACTED] record, as [REDACTED] pointed out, were a back and forth between Jay Fisette and [REDACTED] that should not have been queued to the CMO for a response. Of the remaining 10 individuals, 4 did not require a full response as they were either business owners writing letters of support

ARLINGTON COUNTY TRESPASS TOWING ADVISORY BOARD (TTAB) ROSTER

The Advisory Board on Trespass Vehicle Towing shall consist of up to seventeen (17) members (7 voting/10 non-voting). The seven voting members shall be: three (3) representatives from the Police Department, three (3) representatives from the towing industry, and one (1) citizen representative. Up to ten (10) non-voting members shall include representatives of residential and commercial property owners, tenants, a consumer organization, and citizens. All members serve at the pleasure of the County Board for three (3) year terms. The Chairman shall be elected annually from among the voting members of the Advisory Board by a majority vote.

Name	Affiliation	Voting Status	Appointed	Re-Appointments	Term Ends
Captain Darren Cassedy	Arlington County Police Department	Voting		July 24, 2012, July 21, 2015	July 21, 2018
Sergeant Roger Stegall	Arlington County Police Department	Voting	July 24, 2012		July 31, 2015
Sergeant Steven Meincke	Arlington County Police Department	Non-Voting	July 21, 2015		July 21, 2018
Sergeant Paula Brockenborough	Arlington County Police Department	Voting	July 21, 2015		July 21, 2018
Detective Tom Rakowski	Arlington County Police Department	Voting	July 24, 2012	July 21, 2015	July 21, 2018
Nancy Iacomini	Resident	Voting	May 23, 2006	July 24, 2012, July 21, 2015	July 21, 2018
Bill Mansour	Towing and Recovery Operator – A 1 Towing	Voting		July 24, 2012	July 24, 2015
Al Leach	Towing and Recovery Operator – Al's Towing	Voting	May 23, 2006	July 24, 2012, July 21, 2015	July 21, 2018
John O'Neill	Towing and Recovery Operator – Advanced Towing	Voting	May 23, 2006	July 24, 2012, July 21, 2015	July 21, 2018
Fred Scheler	Towing and Recovery Operator – Henry's Wrecker Service	Voting	May 23, 2006	July 24, 2012, July 21, 2015	July 21, 2018
Charles Abernathy	AAA Mid-Atlantic	Non-Voting	July 16, 2013	July 21, 2015	July 21, 2018
Charles Clohan	Property Owner/Management – Dittmar Company	Non-Voting		July 24, 2012, July 21, 2015	July 21, 2018
Brian Gordon	Commercial/Multi-Family Residential - AOBA – Metro Washington	Non-Voting		July 24, 2012, July 21, 2015	July 21, 2018
Matt Hussman	Community Partnership Organization – Clarendon Alliance	Non-Voting		July 24, 2012, July 21, 2015	July 21, 2018
Joshua Robinson	Community Partnership Organization – CPRO	Non-Voting		July 24, 2012, July 21, 2015	July 21, 2018
Joey Katzen	Resident	Non-Voting		July 24, 2012	
Bruce MacQueen	Residential Property Management – Vornado/Charles E Smith	Non-Voting		July 24, 2012, July 21, 2015	July 21, 2018
Noah Simon	Arlington County Resident	Non-Voting	July 21, 2015		July 21, 2018

Trespass Towing Advisory Board (TTAB)
Process and Meeting Schedule
2016

TTAB Meeting #1 Towing Ordinance Public Hearing (Thursday, June 23rd)

The purpose of this meeting is for the TTAB to receive an update from County staff and a staff proposal for ordinance changes. In addition, TTAB members may offer additional amendments or areas for discussion. There will be no votes taken on ordinance changes at this meeting. The ordinance recommendations and data will be provided on the County's towing webpage and the TTAB webpage.

The purpose of the public meeting is for the TTAB to receive general public comment on all aspects of trespass towing in Arlington County and specific comments on the ordinance changes before the TTAB.

TTAB Meeting #2 (Wednesday, July 14th)

The purpose of this meeting is for the TTAB to receive a staff report on the public hearing, including any further recommendations on ordinance changes. The TTAB will then review and vote on all ordinance amendments and transmit them to the Arlington County Board.

Request to Advertise (September 24th Regular County Board Meeting)

County Board Consideration (October 15th Regular County Board Meeting)

Trespass Towing Advisory Board Meeting

County Board Room
2100 Clarendon Boulevard
3rd Floor
Arlington, VA 22201

Thursday, June 23, 2016

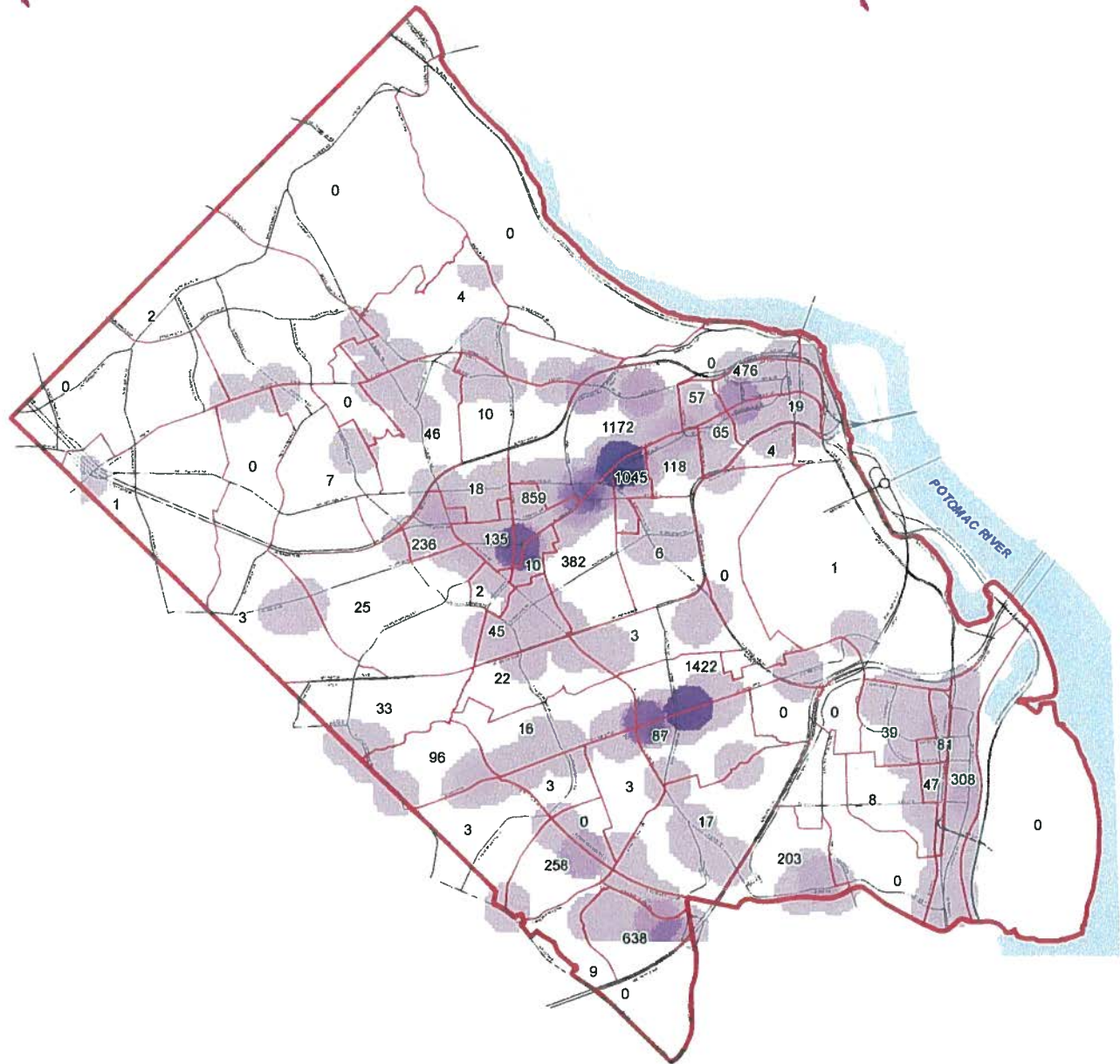
6:30 p.m. – 9:00 p.m.

The Public Hearing will begin no earlier than 7:30 p.m.

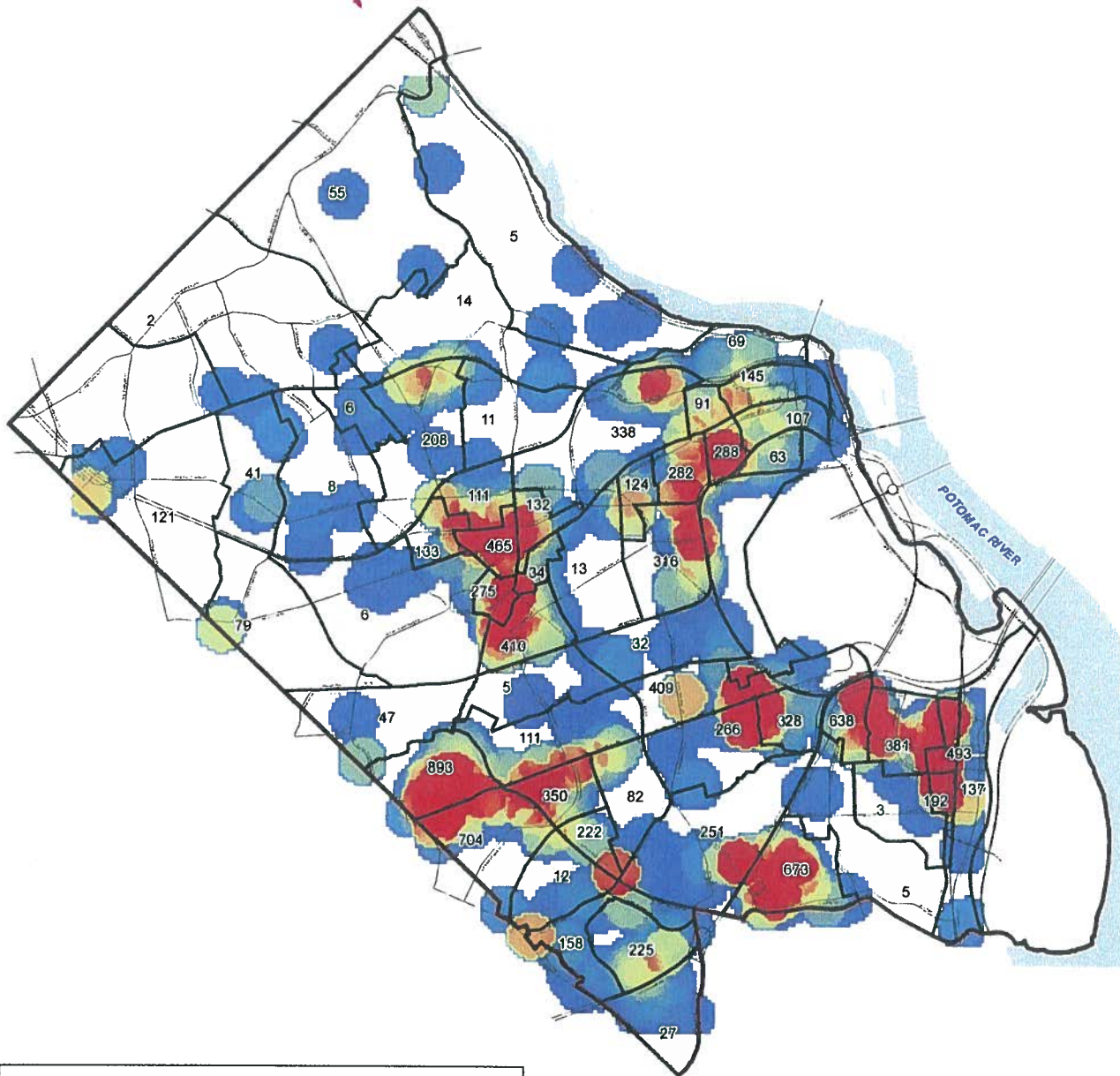
TENTATIVE AGENDA

1. Introduction of Members (Voting and Non-voting) and Staff
2. Review of Charge and Scope
3. Election of Chairperson
4. Review of State Code Changes
5. Overview of Towing Data/Towing Complaints for 2015
6. Section-by-Section Review of the Draft Ordinance and New Business
7. Discussion of Next Steps/Timeline
8. Public Hearing




ARLINGTON COUNTY, VIRGINIA 2015 Commercial Towing Incidents



ARLINGTON COUNTY, VIRGINIA 2015 Residential Towing Incidents

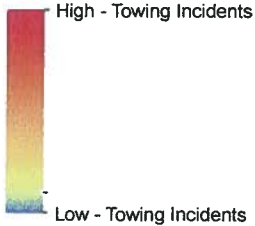


Legend

-  County Line
-  Potomac River
-  # Tows 2010 Census Tracts - Amount of Tows per Tract

Residential Towing

Value



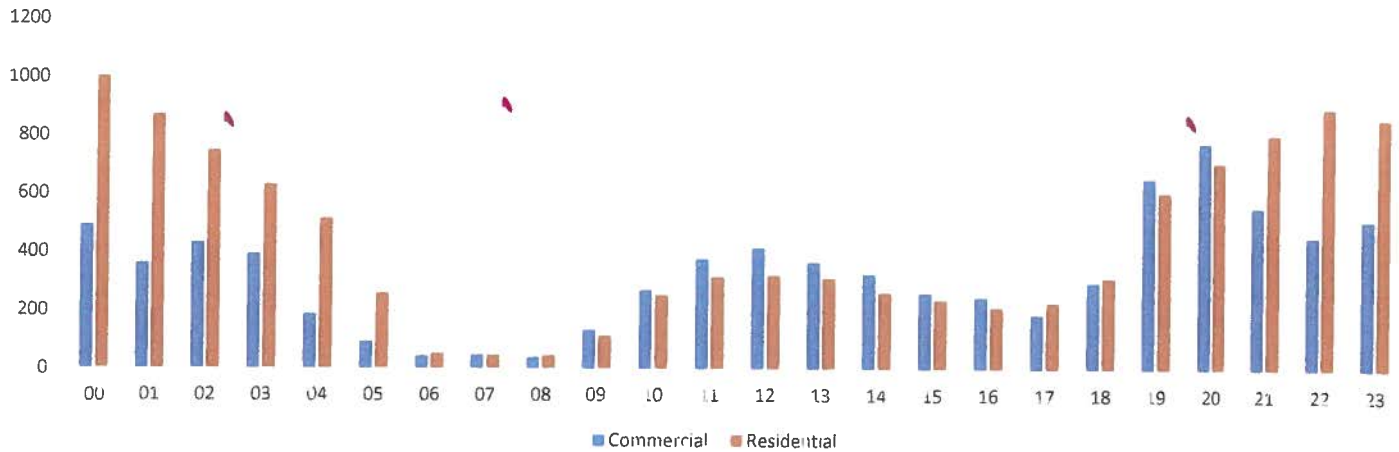
0 4,000 8,000 Feet



Pursuant to Section 54-1-420 of the Code of Virginia, any determination of topography or contours, or any depiction of physical improvements, property lines or boundaries is for general information only and shall not be used for the design, modification or construction of improvements to real property or for flood plain determination.

2015 Towing Data - Commercial vs Residential

Towing per Hour



Day and Night - Numbers

2015 Data	Commercial	Residential	Total
Between 7pm to 8am	5,029	8,029	13,058
Between 8am to 7pm	2,954	2,630	5,584
Total	7,983	10,659	18,642

Weekend and Workday - Numbers

2015 Data	Commercial	Residential	Total
Weekend	2,693	3,709	6,402
Workday	5,290	6,950	12,240
Total	7,983	10,659	18,642

Day and Night - Percentage

2015 Data	Commercial	Residential	Total
Between 7pm to 8am	27%	43%	70%
Between 8am to 7pm	16%	14%	30%
Total	43%	57%	100%

Weekend and Workday - Percentage

2015 Data	Commercial	Residential	Total
Weekend	14%	20%	34%
Workday	28%	37%	66%
Total	43%	57%	100%

Weekend and Workday with Night and Day - Numbers

	Commercial		Residential		Total
	Night	Day	Night	Day	
Weekend	1,775	918	2,813	896	6,402
Workday	3,254	2,036	5,216	1,734	12,240
Total	5,029	2,954	8,029	2,630	18,642

Weekend and Workday with Night and Day - Percentage

	Commercial		Residential		Total
	Night	Day	Night	Day	
Weekend	10%	5%	15%	5%	34%
Workday	17%	11%	28%	9%	66%
Total	27%	16%	43%	14%	100%

Arlington County Advisory Group Handbook
2014



July 2014

Dear Commissioner:

Thank you for agreeing to become a member of an Arlington County Advisory Group. You're joining an illustrious group of Arlingtonians stretching back to the 1940s who, through their personal and collective efforts, have helped make Arlington the great place it is today. You've been selected and appointed by the Board because you bring the skills, talents, knowledge and perspectives needed to help your group achieve thoughtful dialogue and advice related to the group's mission.

Arlington's civic success is rooted in its vision and has been supported by years of citizen activism. It builds from a belief that good ideas can come from anywhere; that collaboration among community members, businesses, County staff and the County Board typically leads to better results than working alone; and that strategic decisions stand the test of time when developed through robust, creative, respectful civic conversations. Our success has always been a work in progress - open to evaluation and improvement.

Advisory Group discussions and activities are at the center of Arlington's civic engagement culture and provide a bridge between the broad community and County policy. They help ensure that the Board is receiving thoughtful and timely policy advice. Our advisory groups also surface minority concerns that may arise during discussions.

Advisory Groups and their members recently made contributions like these:

From 2010-2013, the development of our Community Energy Plan was guided by Arlingtonians who served on County Advisory groups or were part of our business and non-profit sectors in collaboration with staff and outside experts.

Columbia Pike neighbors and business owners worked together with staff for a decade to develop two Columbia Pike redevelopment plans as well as the accompanying proposal for transit enhancement through a streetcar line.

Each year, many Advisory Groups provide advice to the County Board on the Manager's proposed budget – highlighting impacts and opportunities.

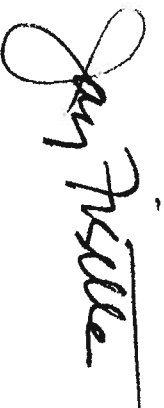
Arlington County Vision Statement

Arlington will be a diverse and inclusive world-class urban community with secure, attractive residential and commercial neighborhoods where people unite to form a caring, learning, participating, sustainable community in which each person is important.

Arlington County Board

As County Board members, we count on our Advisory Groups, assisted by County staff, to frame challenges, identify potential conflicts, discuss relevant issues, and conduct analysis and evaluation. Where advisory groups are able to find consensus is very important to us. Where consensus cannot be reached, we still benefit from the discussion as it guides our questions, requests for more information or our need to defer to a later date in order to ensure the best decision to achieve overall community good.

Advisory groups and their members have tremendous opportunities to be part of important community-shaping decisions. We know that you come to this task willing to spend the time needed, willing to share what you will learn with others in the community and willing to work collaboratively with us, the County staff and your fellow Arlingtonians. We look forward to the work ahead and to the contributions you will make as an Advisory Group member.



Chair
Arlington County Board

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PART II: ADVISORY GROUP-SUBJECT MATTER INFORMATION
 (provided by staff liaison/group chair)

1. Vision and mission
2. Charter/by-laws
3. Key Arlington County documents, policies, laws, and regulations
4. Ongoing issues and projects
5. Current Chair and Vice-Chair
6. Current membership list, terms and contact information
7. Current committees and chairs
8. Conflict of interest and financial disclosure requirements.

INTRODUCTION TO ADVISORY GROUPS IN ARLINGTON COUNTY

This handbook is designed to provide assistance to those working on County Board-established Advisory Groups (commissions, committees, boards and task forces). These groups are at the heart of Arlington's civic engagement and focus directly on community needs and issues within a particular area.

groups also regularly communicates with and provides feedback and advice to County government and the County Board.

The desire to update this handbook and improve support to Arlington's advisory groups came from the work of the PLACE program. In 2012, the County Board launched PLACE (Participation, Leadership and Civic Engagement) to update The Arlington Way for the 21st century by engaging all community voices – residents, businesses, civic organizations, advisory groups, Board and staff – to achieve the County's vision. The importance of advisory groups and the desire to improve the work of these groups was a major outcome. A brief overview of PLACE can be found in Appendix A.

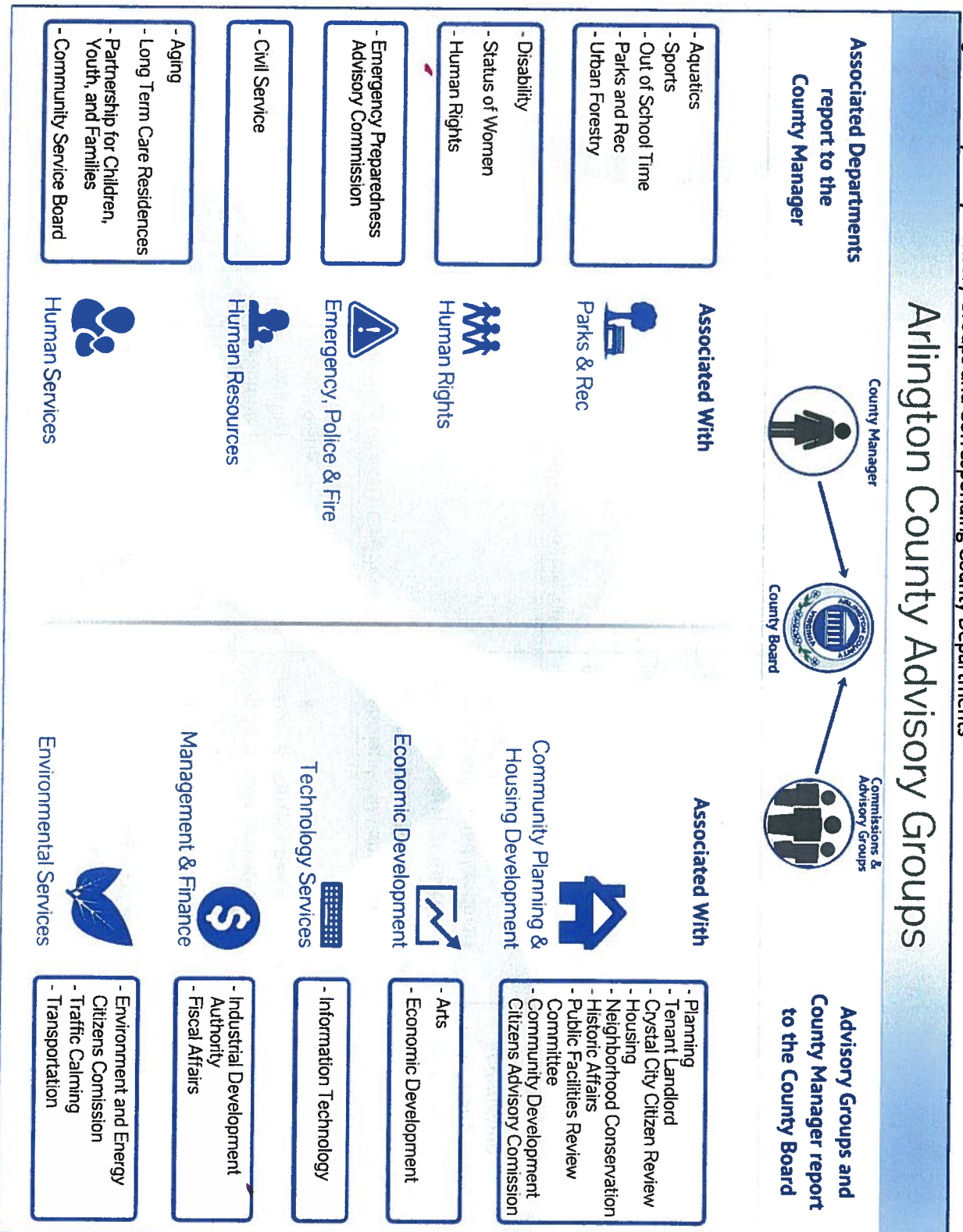
The main web site for Arlington County advisory groups can be found at <http://commissions.arlingtonva.us/>

A complete list of all of these groups are provided in Figure 1 with a brief description of each of the Commissions in Appendix B.

In addition to providing input to the Board, advisory groups work in cooperation with County Government to explore and discuss their work. Figure 2 shows the major Advisory Groups in Arlington County and how they relate to the various functions of County government. Figure 3 identifies the meeting schedules for each of the major commissions.

It should be noted that Arlingtonians also devote countless volunteer hours to our more than 62 civic, citizen and homeowners associations and more than 100 community service organizations. Each of these

Figure 2. Arlington County Policy Advisory Groups and Corresponding County Departments



PART I: ORIENTATION FOR ALL MEMBERS

I-1. Becoming A Member of an Advisory Group

Recruitment

To help assure that diverse voices are present in Advisory group deliberations, the County Board strives to appoint Advisory group members from various backgrounds, walks of life, and neighborhoods. Ongoing outreach is done by Board members, advisory group members, and staff using a variety of communication channels.

All Advisory Group meetings are open to the public. Members of the public who are interested in serving on an Advisory Group are welcome to observe the group's open meetings. This is a good way to see if a particular advisory group is a good fit. Some advisory groups have committees where any member of the public may participate.

Advisory Group members are formally appointed by the Board, but staff and advisory group members often identify and recruit possible members.

Application

Applications can be submitted by U.S. Mail (side note: in 5 years, we have never once had an application submitted via us mail) or through the on-line advisory group application portal on the County website. The portal includes a link to each group's webpage as well as general information about the meeting schedule. In addition, information is available in a brochure that supports recruiting activities.

The online application can be found at:

<http://www.arlingtonva.us/departments/commissions/forms/application.aspx>

Applications submitted to the County Board office receive a response

outlining ways to get involved prior to actual appointment. Terms on most advisory groups are staggered, and open slots are filled as they come up in the normal group cycle. There are no guarantees that openings will be available or that applicants meet the current needs of the given board to maintain a broad range of community interests and expertise.

Prior to appointment, the applicant will be contacted by the Advisory Group chair, an aide to a County Board member, and/or a County Board member. The purpose of the conversation is to respond to any questions the applicant may have, and to be sure the applicant has a sound understanding of the group's role and work, including the likely time commitment and other potential duties.

Appointment

Appointments to advisory groups are made by the County Board and coordinated through the County Board office. One County Board member serves as a liaison to each advisory group. The Board makes appointments monthly at its Recessed. Upon appointment, the list of appointees are posted on the County Board webpage and the applicant will receive a letter from the County Board Chair and a packet of orientation materials.


Although there are some notable exceptions, such as the Planning Commission, Advisory Group chairs are generally appointed by the County Board.

Orientation

New advisory group members should review the on-line orientation materials prior to attending their first meeting.

In general, new members are oriented to the advisory group's subject matter responsibilities by the Chair and the Staff Liaison.

Figure 4. Arlington Framework for Civic Relationships

 Voices Joined to Achieve Arlington's Vision	
COMMUNITY	
STAFF	
BOARD	
Commitment <ul style="list-style-type: none"> We are a caring community We seek and stay informed about issues that affect the whole community We get involved We take initiative in problem solving 	<ul style="list-style-type: none"> We value the community's ideas We actively seek community input to our projects and decisions and plan meetings for broad participation We design processes that provide the activities and time needed for meaningful engagement
Clarity <ul style="list-style-type: none"> We identify opportunities to improve Arlington, and provide input into decision processes We strive to build consensus around possible solutions to issues and concerns We define consensus as outcomes that most can live with 	<ul style="list-style-type: none"> We specify at the start of a process the opportunities for public input and influence We provide transparency on decision making processes We give feedback on how we considered community input We respect and report diverse viewpoints We define consensus as outcomes that most can live with
Connections <ul style="list-style-type: none"> We reach out to new residents and other parts of the community We seek to include and engage all residents We share information via a variety of forums We initiate and organize meetings/forums 	<ul style="list-style-type: none"> We design processes and do outreach that engages and provides access to all interested parts of the community We speak many languages We engage people from their point of view We initiate and organize meetings and forums
Communication <ul style="list-style-type: none"> We voice our opinions and listen to each other We advocate for policies, resources and programs to improve the community We generate new ideas to solve and/or address concerns We provide timely feedback 	<ul style="list-style-type: none"> We listen to our community We provide in a timely manner the information needed for meaningful engagement We advocate for policies, resources to improve community We generate new ideas to solve and/or address concerns We support latest technology and more traditional formats
Quality <ul style="list-style-type: none"> We respect and value all participants' ideas and opinions We value all participants' time and are respectful of timeliness 	<ul style="list-style-type: none"> We value and respect people's time We design and facilitate processes based on civil dialogue
Capacity <ul style="list-style-type: none"> We contribute our talents, skills, energy & time We build on our existing community resources and assets (non financial) We actively seek to build our understanding of how the County conducts our business 	<ul style="list-style-type: none"> We contribute our skills and ideas We provide staff with training needed for civic engagement We measure our success in transparent ways We learn from each process and refine our approaches We help people join our processes at any point We actively seek to build our understanding of how civic work contributes to our business

Adopted by the Arlington County Board, March 19, 2013

- Share findings, views and concerns as clearly as possible with the group.
- Communicate effectively with other members of the group - and with interested community members and organizations where possible - to help ensure full understanding of the issues being discussed and assure consideration of diverse community views.
- Work collaboratively - listening to other viewpoints, identifying areas of agreement and seeking a deeper understanding where there is disagreement.
- Defer to the Advisory Group Chair who is responsible for representing the group to the community and to the media. See Section III-2 for additional information.
- Comply with all legal requirements as laid out in Section I-4.

Civility and Collaboration

Advisory groups set the tone for civic engagement throughout Arlington. Advisory group members work in a collegial and collaborative manner with one another. Mutual respect should underlie all advisory group activities.

Working with County Staff

Each Advisory Group has a designated staff liaison from the appropriate County department who attends meetings and coordinates agenda development and follow-up with the Advisory Group chair.

Professional staff from various County Departments also support the Advisory Group process by providing information, expert analyses and advice on an as-needed basis. Advisory Groups can also serve as a conduit of community concerns to staff. Advisory Groups should be sensitive to the difference in staff and commission roles and responsibilities and be mindful of staff's need to balance their support of the advisory group with other work responsibilities when making requests for analysis and follow-up on issues. All requests to County

government for information and support should be submitted by the Advisory Group Chair and processed through the staff liaison.

The Board recognizes that staff and community recommendations will not always align, but expects that each will be crafted in light of the other in order to illuminate the reasoning and implications of the differing views.

I-4. Legal Requirements

As appointed advisors to the Arlington County Board, Advisory Group members are expected to conduct themselves in an ethical manner and to follow appropriate rules and regulations as described in the following section.

Open Meeting Requirements

By definition Open Meeting requirements must be met when 3 or more advisory group members get together – formally or informally, in person or electronically – and public business (i.e. topics associated with the advisory group's work) is discussed or transacted.

Public access to advisory group meetings is a statutory right of the public pursuant to the Virginia Freedom of Information Act, Section 2.2-3707 of the Virginia Code, as amended. The following are relevant excerpts from that section which apply to advisory group meetings:

- Notice of a meeting must be posted at least 3 working days prior to the meeting on a public bulletin board and in the staff liaison's office. The notice must state the date, time and location of the meeting. Posting on the web is encouraged.
- All meetings of public bodies, including all advisory groups to the County Board, are to be public, including meetings and work sessions during which no votes are cast or any decisions made. The Virginia Freedom of Information Act (FOIA) has limited exemptions from this requirement. Consult with your staff liaison should questions arise.
- At least one copy of all agenda packets and materials furnished to members of an Advisory Group for a meeting shall be made available for inspection by the public at the same time such documents are furnished to the members of the Advisory Group.
- Minutes shall be recorded at all public meetings and must include the meeting date, location and attendees and at least a summary

of matters discussed and any votes taken. Such minutes are required to be publicly available.

- Any person may photograph, film, record, or otherwise reproduce any portion of a meeting required to be open. The Advisory Group conducting the meeting may adopt rules governing the placement and use of recording equipment to prevent interference with the proceedings.
- Voting by secret or written ballot in an open meeting is not allowed and is a violation of the Virginia Freedom of Information Act.

Closed Meetings

Advisory groups may close their publicly-noticed meetings to the public only if they are discussing one of the topics expressly authorized by law including, among others:

- A personnel matter.
- Disposition or acquisition of real property.
- Privacy of individuals unrelated to public business.
- Prospective competitive procurements where a public meeting would compromise the county's bargaining position.
- Consultation with legal counsel.
- Terrorism preventive matters.

Appropriate notice requirements must be met, and the body must adopt a motion specifying the statutory basis for the closed meeting as well as a certification after the closed session has been concluded. All closed meeting discussions are confidential and any actions to be taken based on the closed session must be done only in a reconvened public meeting following the closed meeting.

Any additional questions on potential conflicts of interest can be presented to the staff liaison who will consult the County Attorney.

Required Disclosure Forms

As required by the State and Local Government Conflict of Interests Act, Section 2.2-3115 of the Virginia Code or Section 27-9A.4 of the Arlington County Code, most advisory group members are required to file one or more of the following upon appointment and annually by January 15 with the Clerk to the County Board:

- Financial Disclosure Statement, or
- Statement of Economic Interest, or
- Disclosure of Real Estate Holdings.

The appropriate form(s) are sent to new appointees with their appointment letter and must be filed with the Clerk to the County Board prior to attendance at the first advisory group meeting.

Annual Disclosure Form Due Dates

Current members receive an annual reminder with the appropriate form from the Clerk to the County Board no later than December 10 of each year. Completed forms are due in the County Board Office no later than January 15 of the following year. Failure to file the appropriate form is a violation of State and County laws and may result in the removal of the member from the advisory group.

PART III: GUIDANCE FOR ADVISORY GROUP LEADERS

III-1. Roles and Responsibilities

Advisory groups provide the most significant forum for communication and interaction between the three key contributors to government decision-making in the Arlington Framework for Civic Relationships—community, staff, and Board. Each of these three contributors are represented on the Advisory Group in the form of the Chair, Board Liaison, and Staff Liaison.

Each of these roles provides crucial leadership and support to the advisory group. Each has very specific responsibilities, with some overlapping. However, it is important to take advantage of what each group is able to do most effectively.

Figure 5 provides an overview of these roles.

Figure 5. Roles and Responsibilities for Arlington County Advisory Groups

Activity	County Board/Board Liaison	Advisory Group (AG) Chair	County Staff Liaison
Identify New Members	Yes, both recruit new members and review any applications received	Yes, assisted by AG members	Yes
Appoint New Members	Yes, only the Board can appoint new members		
Establish/Revise Mission & Enforce Charter/Charter	County Board approves all changes	AG may request that County Board consider changes to the mission and/or charge. Responsible for ensuring AG work conforms to Charge.	Supports AG Chair in ensuring charge is followed
Member Orientation	County Board Office to coordinate general AG orientation	Yes, on mission specific information in collaboration with staff liaison	Yes, on mission specific information in collaboration with Commission Chair
Work Program Planning	Board and/or board liaison may on occasion ask AG to explore a particular topic	Takes lead in developing annual workplan in collaboration with AG members and staff liaison	Provide support and information
Set Meeting Agendas and Distribute materials		Works with staff liaison to set agenda and identify appropriate materials for AG members Keeps staff liaison aware of external information that might be needed of use to the AG's work and deliberations	Responsible for ensuring AG members have ample notice of meeting and access to appropriate materials

III-2. Communication Protocols

Communication with the Board

Each Advisory Group has a designated County Board member who serves as Board Liaison to the group. Chairs and Board Liaisons annually work out a reporting/communication schedule – which should include at a minimum an annual report to the Board of activities and recommendations. In addition each advisory group should:

- Schedule an annual meeting between the Board Liaison and the advisory group.
- Copy all reports or communications from the Advisory Group to the Clerk of the County Board as well as the Board Liaison.
- Coordinate with the Board Liaison to determine if pre-clearance is required prior to sending any formal communication to an outside entity.
- Directly contact its Board liaison, or any County Board member as necessary, to discuss issues. Appointments are made through the County Board Office and staff liaisons should be aware of the request.
- Seek legal advice through the Board liaison who will arrange for the County Attorney's review, unless the advisory groups has authorizing legislation providing direct legal counsel.

Communication with the Broader Community

All Advisory Group meetings are required by state statute to be open to the public. See Section I-3 for requirements that must be met. Beyond accommodating observers, groups should take additional steps to promote broad community access to information about their activities and provide opportunities for public input. Such initiatives could include:

- Use the IAP2 Participation Spectrum (found on p 23) to assist in planning community engagement activities.
- Provide a designated time at meetings for public input or comment, and announce the timing and procedures in advance.

- Work with the staff liaison and Board Office to maintain a complete and current web site, including upcoming meeting dates and contact information.
- Provide a clear process for community members to send comments and input to the group.
- Encourage group members to communicate among their neighbors and peers in Arlington to ensure that people know about the work of the group and know they can communicate directly through its members.
- Especially when a major issue is pending, consider holding a special session or workshop primarily to obtain public input.

Communication with the Media

Working with the media is an important way to communicate with the broader community and publicize the work of the group. However, it is important to establish clear guidelines on who may speak for the group and clarify whether the group speaks in an official capacity for the County.

- In general, the Chair is the only person with authority to speak for the group. Commissions may designate a different spokesperson if they wish.
- The best communication is a clear, accurate summary of group action and decisions.
- Any member who chooses to speak to the press should make clear when their comments are their own, not the position of the group. In addition, as a matter of courtesy, the member should inform the staff liaison and the Advisory Group Chair of the conversation with the press.
- For topics not moving forward for Board action, Advisory Groups must be clear on the position of the County Board before making an official statement on controversial issues involving County

capturing technical or other presentations of information that all members and the community need, they do not represent the official record and there is no requirement to take or maintain electronic records. However, any recordings that are maintained – i.e. kept beyond an immediate need to prepare the meeting minutes – are subject to the Freedom of Information Act and must be made public under those regulations.

Advisory Group Web Sites and other Social Media Tools

Creating and managing a website is important for all advisory groups. Be aware that the County maintains “Social Media Policy and Guidelines”.

When developing web presence for the Commission, work with your staff liaison to assure ongoing alignment with the policy. In addition, consider the following:

- Work with the County Board Office to coordinate the web resources available.
- Advisory Group websites are managed by the staff liaison.
- Keep the site simple so that information is clearly accessible.
- Provide background information on the group mission and activities.
- Provide a meeting calendar with dates, times, and locations.
- Provide meeting agendas, materials, and minutes so that members can access all information easily.

- acknowledged within a report, in a transmittal letter, or in a minority opinion.
- Full and balanced information is at the heart of consensus-building. A great deal of attention should be devoted to assembling information and developing an education process that allows participants to study the full range of issues and materials.
- Ensuring that all key perspectives are heard is also important. If, for any reason the advisory group is missing important community voices, efforts should be made to consult with that perspective in some other fashion.
- At the core of consensus is dialogue and collaboration, where everyone is approached with respect and an open mind so that together the group is stronger than simply a collection of individuals, and the solutions that result reflect not only the different ideas and perspectives brought forth but the results of a truly collaborative effort.
- In challenging situations, a neutral facilitator can be helpful to the process. This can be a staff person or consultant who does not have a stake in the outcome but whose job is to help the Chair design and implement a fair and open process of agreement seeking.

Effective Communication

Everyone can assist in making communication and dialogue more effective. Some issues to consider include:

- Draw Participants In.** Many people are hesitant to contribute and need to be encouraged. Keep track of who is participating and call on folks as needed. Establishing relationships with stakeholders ahead of time is essential.
- Clarify and Define.** Everyone defines things differently. Ask clarifying questions to understand what participants mean, how they are defining terms and language, and what they intend. Help weaker communicators be understood.

- Build Shared Meaning.** People often don't ask questions to avoid looking uninformed. If you don't get it, chances are that others don't either. Ask for clarification of terms and issues and check with the group for understanding, even if you already know the answer.
- Seek Balance Between Advocacy and Inquiry.** People want to make their point, but then they don't pay attention to others. Help people to understand each other even when they are not talking.
- Enforce Good Listening.** Model effective listening skills such as paraphrasing, summarizing, and clarifying, and help participants to pay attention to each other.
- Test Stated Assumptions, Judgments, and Beliefs.** Seek to clarify what is fact and what is not. Challenge potentially incorrect assertions that are made with non-threatening questions like "how do we know that is true?" or "do we all agree with this?" Seek additional input to build shared understanding.

Managing Conflict

It is not unusual to be faced with an angry or upset person in an advisory group meeting or within the course of advisory group work. Even in difficult circumstances, it is important to approach people with respect. Some approaches and personal tips to keep in mind include:

- Clarify Differences.** Identify and clearly define the nature of real differences between participants and quickly clarify those that are based in misunderstanding.
- Move from Positions to Values and Interests.** Common ground is built on values and interests, which are embedded in the positions we take. Explore why participants hold their positions and make values and interests obvious to all.
- Explore and Build on Common Ground.** Identify areas where all participants agree, such as facts and data, procedures, values, and the value of relationship and cooperation.

- Encourage everyone equally, by name, and make eye contact,
- Listen intently for shared meaning and reflect back,
- Trust the group to work with good guidance, ask for their help at challenging points,
- Trust yourself, do not give in to those who would have you deviate from facilitative behaviors,
- Acknowledge lapses in group behavior by enforcing groundrules,
- Be flexible, adjust as needed,
- Ask relevant, probing open-ended questions to get at core truths and information,
- Don't cut people off, help them wrap up,
- Do regular check-ins: remind people why they are here, where they're going and where things stand,
- Organize, connect, and summarize ideas,
- Capture all key points so everyone can see, provide constructive summaries to clarify what has been achieved.

Voting Processes

The County also recognizes that some advisory groups and some situations are suited to a voting process or are required to vote. In these cases, groups often appreciate the regular order provided by a system such as Roberts Rules. However, even when relying on an ultimate vote, the group should ensure that they seek the same level of information and community representation sought for a consensus process. An abbreviated version of Roberts Rules is included in the Resources. Groups can apply these rules in a fashion that works for them provided that they are consistent. Some things to consider in applying Roberts Rules in the Arlington Way include:

- The formal parliamentary procedures called for by Roberts Rules may have worked well when they were designed in 1870 but do not readily apply to modern community-based dialogue.
- Make sure that the rules are applied in a way to enforce fairness, openness, and full participation, never to squelch opposition or limit access to important information.

- Make every effort to fully vet and discuss issues before calling for a vote.
- Seek to understand and overcome reasons for opposition before final votes are taken.
- All votes must be open and transparent.

C: Engaging the Public

The IAP2 Public Participation Spectrum

This tool, found on the next page and adopted for use in Arlington by the County Board in December 2012, is an excellent guide to use when developing engagement with the broader community.

Arlington uses the IAP2 Spectrum to help identify the appropriate level of civic engagement in an issue by considering the role and potential for public influence on the outcome. Staff throughout the County use it regularly and can assist the advisory group in decisions about how best to conduct public engagement. The IAP2 Spectrum can also help to clarify the role of the advisory group and set expectations among members of the group's potential influence on any given topic.

The IAP2 Spectrum is shown in Figure 6.

Broader Public Input

All advisory groups should look to opportunities to obtain broader public input on their work to ensure they are considering the full range of community interests and perspectives in their work. This input can be obtained in the course of regular meetings, directly by members in the course of interaction with neighbors and peers, and at special events designed to gather public input. Some tips to gather input include:

- Encourage all members to talk with their neighbors and peers, more informal and more in-depth community connections are the most effective way to gather thoughtful input.
- Provide clear and full background information and context to help the community provide meaningful and relevant input.
- Advertise opportunities for input ahead of time.
- When obtaining more formal public comment at meetings, consider the County Board public comment rules as a guide, establishing a time limit can set clear expectations and allow everyone a say at the meeting if necessary.

ADA and Translation Services

Arlington is a very diverse community and accommodating all Arlingtonians is an important aspect of all engagement. Arlington complies with all laws and has invested in the facilities, technologies, and staff to ensure that we can deal with all manner of access issues. Advisory Groups should work directly with the County Board Office and the staff liaison to identify all access support that might be available for a given meeting or event and how to access the required facilities and resources.

D. Recommendations, Reports, and Other Outcomes

All recommendations and guidance of Advisory Groups should be fully articulated so that the board, staff, and the community can readily understand the nature and purpose of the decision as well as the full rationale behind it. To effectively communicate any output of the Working Group:

- Write clearly and succinctly to get across main ideas.
- Clearly state the problem, charge, and any constraints the group was working under.
- Fully articulate the rationale of the recommendations being presented.
- Provide detailed backup information in a clearly organized support document.
- Consider graphical presentation and organization of information.
- Provide the context for your recommendation so those with little direct knowledge can understand the intent and challenges being addressed.
- Relate the issues and recommendations to affected parts of the community, so that people can fully understand the ramifications of the choices being evaluated and the recommendations being presented.
- If testifying before the Board, be concise and provide written copies of both your remarks and any written report or recommendations. Do NOT simply read your report. Presume that Board Members have reviewed it and use your time to draw their attention to the key findings and recommendations.

Figure 7. Standard Advisory Group Charter Format

Advisory Group Name
Date of County Board action to adopt or update Charter

Introduction: The *insert name of group including any acronym* is created as an advisory body by the County Board of Arlington County, Virginia. *Include any additional context for the creation of the group which you believe is pertinent to its on-going purpose or federal or state requirements that the group must meet.*
Mission: *The policy advice area should be clearly articulated as well as any obligation to interact with the broader Arlington community.*

Governing Documents: *List all Board-adopted policy documents that pertain to the advisory group's mission*

Functions and Scope: *Include annual activity requirements and other tasks or review functions that are part of the group's work. The insert group name shall keep county, schools (if applicable) and community leadership apprised of issues and actions regarding the insert a few word summary of the mission*

Membership: *The insert name shall be comprised of insert # members. These members are drawn from insert pertinent information – commissions, neighborhoods, advocacy groups, at large are all categories that have been used. The County Board will appoint and maintain a roster of members including:*

- *Insert requirements including geographic, and if appropriate, demographic specifics.* For example, Members will be appointed for two-year terms, and with reappointment, shall be permitted to serve no more than six (6) consecutive years (unless term limits directed by the State).

Insert Group name members are expected to serve a liaison function to interested parties in Arlington including any group who has formally submitted their name for membership. A member of the Commission who fails to attend three (3) *insert Group name* meetings in a single year without notice or explanation to the Chair, or staff, may be asked to resign his or her remaining term on the Commission. The Commission Chair, after consultation with the County Board liaison, shall notify the member if such an action is warranted. Should a vacancy arise mid-term, the County Board may appoint a replacement to serve out the remainder of that departing member's term.

Chair, Vice Chair (if applicable) and Committees (if applicable): The County Board shall appoint a Chair or per their bylaws, the Group shall elect a chair and forward the name to the Board for formal appointment Also, one member of

the group may be appointed by the County Board or the Group to serve as Vice-chair when the Chair is unavailable.

Committee Membership: *Example:* The *insert group name* may create committees, as necessary, to accomplish specific *Group Name* missions and the Chairman shall appoint committee leadership. Committee membership may include persons who are not on the *group name*.

Staff Liaison: The County Manager shall appoint a member of staff from the *insert department* to serve as liaison to the *insert name of Group*.

Meetings: The *Group name* will meet as needed to adequately fulfill its role and responsibilities outlined in this charter. *Provide guidance on minimum frequency of meetings.*

All meetings will comply with Virginia Open Meeting requirements and the Freedom of Information Act. All meetings of the full Commission will be advertised on the County-maintained website of the Commission, with meeting time and location, and are open to the public. All materials distributed to the Commission members, meeting agendas, and meeting minutes will be made available to the public in a timely manner through publication on the Commission website..

The Advisory Group Handbook provides additional information on the conduct of meetings as well as communication protocols that should guide all members in their advisory group work.

Reporting to the Board: The *group name* will provide recommendations to the County Board about *area of responsibility*. The *group name* will at a minimum submit an annual report to the County Board after consultation with the Board Liaison. *Group Name* may, from time to time, be asked to provide comment at a regular Board meeting or Board worksession. In addition, testimony from advisory groups on budget and capital spending priorities is always welcome. The Chair should consult with the staff liaison and review the published public hearing schedules.

Update of this Charter: From time to time, the *group name* shall review this charter to assure that it meets current needs. Any requests for changes must be processed through the Board Liaison.

Appendix A. The PLACE Program

In 2012, the County Board launched PLACE (Participation, Leadership and Civic Engagement) to update The Arlington Way for the 21st century by engaging all community voices – residents, businesses, civic organizations, advisory groups, Board and staff – to achieve the County's vision.

PLACE sought to:

- Expand participation in important County decision-making processes.
- Train interested members of the public and County staff in those processes.
- Improve the quality of County government's processes and set realistic expectations for broader participation in our decision-making.

Building on Previous Work

PLACE began by looking at the detailed and thoughtful analysis on Arlington civic engagement conducted over the past decade including:

- Mapping The Arlington Way: Understanding the System of Participation in Arlington County (independent research), 2010
- Arlington's Changing Story: Civic Engagement in Arlington County, Virginia (The Arlington Forum), 2003
- Creating The Arlington E-Way: Enhancing & Improving Community Engagement (IBM Smarter Cities Challenge), 2010

PLACE Accomplishments

During 2012 and 2013, PLACE conducted a wide range of activities and produced a number of significant outcomes, including:

After Action Reviews to debrief processes to analyze what happened, why it happened, and how it can be done better.

Arlington County Welcome Kit, an online portal and a six page, self-printable Booklet.

Civic Engagement Cohort Certificate Program, an intensive seven-day program to prepare employees to be skilled facilitators of civic engagement practices and processes.

Commission Support through the revised Commission Handbook and a new Commission Liaison Handbook.

Design Thinking, a high touch methodology for identifying ways to improve community engagement.

Employee Key Work Expectations now incorporate civic engagement. *Framework for Civic Relationships* that defines how the community, Board, and staff work together.

PLACE Space, <http://arlingtonplacespace.us>, the new online tool that gives County staff and community members new ways to engage.

Community of Practice and Learning creates ongoing learning opportunities for staff.

County Survey on Civic Engagement to understand what works well and what could be improved.

Open Arlington, www.openarlington.us, provides residents with a virtual voice in Arlington Government on specific topics.

Open Door Mandays provides community members informal opportunities each week to meet with a County Board member.

The 2012 PLACE Report, background research, and more information can be found at <http://arlingtonplace.us>.

Acknowledgements

We owe particular thanks to the many community organizations, individual Arlingtonians and staff who worked tirelessly in supporting the many activities of PLACE. A full list of PLACE contributors are presented below.

Appendix B. Commission Descriptions

Arlington Commission for the Arts meets the 4th Wednesday of the month at 7:00 pm. Administers distribution of the County arts resources to arts organizations/artists; assists in developing cultural policy; promotes arts on a county-wide basis.

Bicycle Advisory Committee meets the 1st Monday of the month at 7:00 p.m. Advises the County Manager on issues that affect cycling in Arlington County, including: safety, education, community involvement, awareness and promotion, and the development, operation and maintenance of on- and off-street bicycle transportation and recreation facilities.

Board of Equalization of Real Estate Assessments meeting schedule varies. Hears and rules on taxpayer appeals of real estate assessments.

CIP Working Group meets as needed. Led by members of the Fiscal Affairs Advisory Commission and involves representatives from other Commissions to assist County staff and provide advice to the Board as strategies are developed to systematically address critical capital maintenance needs.

Citizens Advisory Commission on Housing meets the 1st or 3rd Thursday of the month at 7:00 pm. Advises the County Board on housing policy, studies housing needs, explores housing options, analyzes potential incentives for private developers to provide affordable housing, reviews funding proposals.

Civil Service Commission meets the 1st Tuesday of the month at 5:15 pm as needed; the hearing schedule remains flexible. Conducts final level of appeal hearings of employee grievances; represents the public interest in the improvement of County personnel administration; advises the County Board, County Manager and Human Resources Director on

personnel policies for the Competitive Service.

Commission on Aging meets the 3rd or 4th Monday of the month from 9:00 -11:00 am. Advises the County Board and the Arlington Agency on Aging on budget, legislative, housing, transportation, social and recreational issues for older adults; advocates for older residents; informs the public about services.

Commission on Long-Term Care Residences meets the 2nd Wednesday of the month at 6:30 pm. Seeks to enhance the quality of care and quality of life in long-term care residences; advises public officials about residential long-term care needs; supports access, availability, and affordability in such residences.

Commission on the Status of Women meets the 2nd Thursday of the month at 7:00 pm. Serves as a community advocate and resource on the social and economic interests of all Arlington women.

Community Development Citizens Advisory Committee meets the 1st Wednesday of the month at 6:30 pm. Reviews grant requests, evaluates programs and makes recommendations to the County Board for the use of Federal Community Development Block Grant and Community Services Block Grant funds.

The Community Energy Plan Implementation Review Committee meets at least twice a year and is responsible for advising the County Manager on Community Energy Plan implementation.

Community Services Board meets the 3rd Wednesday of the month at 7:00 pm. Acts as agent of the County in establishment and operation of community mental health, intellectual disabilities and substance abuse programs and develops a system of related services.

initiated capital improvements for funding by the County Board. Improvements include sidewalks, street beautification, pedestrian safety projects, street lights, and parks.

Out-of-School-Time Advisory Council meets at least quarterly. A committee of the Partnership for Children, Youth and Families established to advise the Arlington County Board and Arlington School Board on matters relating to Out-of-School Time policies and programs.

Park and Recreation Commission meets the 4th Tuesday of the month at 7:00 pm. Makes recommendations on coordination, efficiency, safety and quality of park and recreation facilities, programs and services; manages process for small park grants and various recognitions.

Partnership for Children, Youth and Families, Arlington meets the 3rd Monday of the month from 7-9 pm at the Department of Human Services, 2100 Washington Blvd., Lower Level Auditorium. Improves the health, well-being, and safety of children, youth, and families in Arlington through researching young people's needs, advocating for improved policies and programs to meet those needs, and engaging all members of our community as part of the solution.

Pedestrian Advisory Committee meets 2nd Wednesday of the month at 7:00 p.m. Advises the County Manager on the implementation of the Pedestrian Transportation Plan and other pertinent matters and advocates for the needs of pedestrians in Arlington.

Planning Commission meets the 1st or 3rd Monday and Wednesday of the month. Promotes the orderly development of the locality and its environs. Advises the County Board on planning and land use matters.

Public Facilities Review Committee meets the 3rd Wednesday of the month at 7:00 pm. Ensures that the highest quality of land use planning, design, transportation planning, and other important community aspects

are incorporated into civic projects.

Sports Commission meets the 3rd or 4th Thursday of the month. Makes recommendations on adequacy and efficiency of programs and facilities for sports.

Tenant-Landlord Commission meets the 3rd Wednesday of the month at 7:30 pm. Advises the County Board on policy and programs affecting renters; provides information, hears grievances and mediates disputes between tenants and landlords.

Transit Advisory Committee meets most months on the 2nd Tuesday from 7:00 - 9:00 pm. Advises the County Manager and staff on the implementation of the Transit Element of the Master Transportation Plan (MTP) and on issues related to transit in Arlington County, including Metrorail and Metrobus, Arlington transit and STAR.

Transportation Commission meets the 1st Thursday of the month at 7:30 pm. Advises on transportation policy per the Master Transportation Plan; comments on all site plan proposals; conducts annual taxi-cab hearing.

Urban Forestry Commission meets the 4th Thursday of the month at 7:30 pm. Advises on programs and policies related to Arlington's urban forest, including wooded parks, street trees, and outreach to residents for trees on private property.

Workforce Investment Board meets quarterly. To advance workforce development programs and initiatives that achieve sustainable economic growth in the region.

ADVISORY BOARD ON TRESPASS VEHICLE TOWING

MINUTES OF OCTOBER 2, 2007 MEETING

The Advisory Board on Trespass Vehicle Towing meeting was held at 2100 Clarendon Boulevard, Room 311.

The meeting was attended by: Captain Kamran Afzal, Sgt. Darrin Cassedy, Corporal Christopher Hennigh, Nancy Iacomini, Al Leach, Bruce MacQueen, John O'Neill, Roslyn Rubin, Fred Scheler, Ralph Wilcher, and staff coordinator, Mary-Alice Gray. Two non-voting members, Susan Anderson and Guillermo Christensen were unable to attend. Several guests (other tow operators and one interested party) also were in attendance.

The meeting was called to order at approximately 6:30 pm by staff coordinator, Mary-Alice Gray. The staff coordinator thanked the members for agreeing to serve. Guests were advised that this was a public meeting but not a public hearing and only Advisory Board members were allowed to participate in the discussion. Guests also were reminded that they would have an opportunity to speak at the County Board Meeting.

The staff coordinator introduced JoAnn Harrison from the County Manager's Office. Ms. Harrison attended the meeting because she will be the point of contact in the Manager's Office for towing complaints. Introduction of all attendees followed.

The staff coordinator then briefly reviewed the Charge & Scope, the composition of the Advisory Board and explained the voting/non-voting members' participation. The first order of business was the election of a Chairman as required by Code of Virginia § 46.2-1233.2. Nancy Iacomini nominated herself, seconded by Captain Afzal. Al Leach nominated John O'Neill, seconded by Fred Scheler. A vote was taken. Nancy Iacomini received four votes and John O'Neill received three votes. Nancy Iacomini was elected Chairman of the Advisory Board on Trespass Vehicle Towing.

Ms. Iacomini asked if any members would like to make additions to the Tentative Agenda. There were several: Rate increase, addition of a drop fee (John O'Neill); clarification of § 14.3-6 "Notice" provisions with regard to when the car may be moved/hooked up (Kamran Afzal); clarification of signage provisions with regard to placement and consistent definitions throughout (e.g., vehicle/motor vehicle) (Christopher Hennigh); second signature (Bruce MacQueen).

The Board then discussed the experiences of the first year under the new ordinance: The number and types of complaints were discussed. Both the towers and the Police indicated that complaints are fewer and more are resolved through the cooperation of towers and Police.

The Board then reviewed and discussed the 2006 consensus recommendations and made additional recommendations:

14.3-6.A: This section deals with notifying Police prior to tow and generated a lot of discussion. The tow operators object to the current provisions because of driver safety concerns. John O'Neill cited an instance when one of his driver's had a gun pulled on him because it took so long for the driver to call the information in to the ECC. The tow operators said their usual practice is to remove the car from the lot and stop a short distance away to call in the information. John O'Neill also noted that on busy nights (such as July 4) the tow representative trying to call the Emergency Call Center (ECC) may be kept on hold for as much as ten minutes. Captain Afzal suggested that the driver could remain at a distance from the vehicle and immediately call in the license plate number, make and model of the vehicle. Then, within fifteen minutes, the remaining information would be provided to the County Police. Sgt. Hennigh offered to find out if it would be possible to send the remaining information by fax within fifteen minutes. That would eliminate two calls to the ECC for each vehicle and it would be easier for the tow operator to comply within fifteen minutes. *[Sgt. Hennigh: Are you going to follow-up with ECC on whether they will accept the remaining information by fax?]*

14.3-7.A(f): This section was changed to read "the non-emergency telephone number of the Police Department where the storage facility is located" to avoid a situation where the Arlington Police Department telephone number is posted at a storage facility located outside of Arlington.

14.3-9.B.(a): There was considerable discussion about rates. The towers made note of the fact that it is very expensive to do business in Arlington County because of the cost of land. Towers also noted that the new registration/licensing requirements imposed by the state Board of Towing and Recovery Operators add to the fees each tow operator will be required to pay. In addition, the State Code allows for a \$125 base tow rate. The Advisory Board proposed a flat rate of \$125.00 for the towing of a vehicle – no extra charge for evenings, weekends or holidays; and no storage fee for the first twenty-four hours whether or not the vehicle was picked up after the initial twenty-four-hour period. The final vote on the base rate of \$125.00 was 5 in favor; 1 opposed; 1 abstention.

14.3-9.B.(b): See comments in (a) above. Also apply to storage rate. The Advisory Board proposed an increase to \$50.00. The final vote on the storage rate of \$50.00 was 5 in favor; 1 opposed; 1 abstention.

14.3-9.E: The tow operators proposed reinstating the "drop fee." Section 14.3-9.E would read: "Notwithstanding the foregoing provisions of this section, if the owner or representative or agent of the owner of the trespassing vehicle is present and removes the trespassing vehicle from the premises before it is actually towed, the trespassing vehicle shall not be towed, but the owner or representative or agent of the owner of the trespassing vehicle shall be liable for a reasonable fee, not to exceed \$25 or such other limit as the governing body of the county, city, or town may set by ordinance, in lieu of towing; provided that the towing and recovery operator issues a receipt to the vehicle owner or agent." *[The rationale for reinstating the drop fee was that this will serve as a disincentive for people playing chicken with the tow truck driver. It will give the management some teeth to keep non-compliant folks off their property.]*

**ADVISORY BOARD MEETING ON TRESPASS VEHICLE TOWING
MINUTES OF MEETING HELD ON FEBRUARY 16, 2010**

The Advisory Board on Trespass Vehicle Towing met on February 16, 2010 in the Arlington County Government offices at 2100 Clarendon Boulevard, Conference Room 311.

The meeting was attended by: Ms. Nancy Iacomini (voting member), Captain Brian Gough (voting member), Sergeant Matt Lafley (voting member), Detective Matthew Owens (voting member), Mr. John O'Neill (voting member), Mr. Al Leach (voting member), Mr. Charles Clohan (non-voting member), Ms. Susan Anderson (non-voting member), Ms. Stacy Ehrlich (non-voting member), Mr. Bruce MacQueen (non-voting member) and Mr. Ralph Wilcher (non-voting member). The meeting was also attended by several members of the public, representatives from A-1 Towing and East Coast Towing Services.

The meeting was called to order at 6:30 p.m. by the staff coordinator, who thanked the members for agreeing to serve on the Advisory Board. Guests were advised that this was a public meeting but not a public hearing and only Advisory Board members were allowed to participate in the discussion. The minutes from the last meeting of the Advisory Board were reviewed and the members were briefed on County Board action on towing ordinance amendments in 2009. The staff coordinator also provided the tentative timeline for County Board consideration of any amendments recommended by the Advisory Board and the Charge and Scope of the Advisory Board was reviewed.

The first order of business was the election of a Chairperson as required by Code of Virginia 46.2-1233.2. Nancy Iacomini and Detective Owens were nominated for the position, and Ms. Iacomini was elected Chair by a vote of 5-1.

Ms. Iacomini opened the floor for discussion of any topics of interest. Detective Owens provided a summary of the towing complaints investigated by the Police Department in the last year. Several members discussed this data.

The Advisory Board then moved to consideration of ordinance amendments. Ms. Iacomini moved to amend Section 14.3-5 regarding signage requirements in parking lots that are shared by multiple businesses. The amendment would have provided for a new section 14.3-5(2) which would have read, "*In the instance of properties where the parking lot serves multiple tenants and individual parking spaces are reserved only for patrons or residents of one tenant and are not open to patrons or residents of all tenants served by the parking lot, additional signs must be used to delineate which spaces correspond to each tenant.*" Following discussion, the motion was withdrawn and it was recommended that the County examine the financial and personnel costs necessary to enact such a requirement.

**ADVISORY BOARD MEETING ON TRESPASS VEHICLE TOWING
MINUTES OF MEETING HELD ON NOVEMBER 29, 2010**

The Advisory Board on Trespass Vehicle Towing met on November 29, 2010 in the Arlington County Government offices at 2100 Clarendon Boulevard, Conference Room 311.

The meeting was attended by: Ms. Nancy Iacomini (voting member), Sergeant David Clenace (voting member), Detective Matthew Owens (voting member), Mr. John O'Neill (voting member), Mr. Fred Scheler (voting member), Mr. Charles Clohan (non-voting member) and Mr. Joey Katzen (non-voting member). The meeting was also attended by several members of the public.

The meeting was called to order at 6:35 p.m. by the staff coordinator, who thanked the members for agreeing to serve on the Advisory Board. Guests were advised that this was a public meeting but not a public hearing and only Advisory Board members were allowed to participate in the discussion. The minutes from the last meeting of the Advisory Board were reviewed and approved by a vote of 5-0. The staff coordinator also provided the tentative timeline for County Board consideration of any amendments recommended by the Advisory Board and the Charge and Scope of the Advisory Board was reviewed.

The first order of business was the election of a Chairperson as required by Code of Virginia 46.2-1233.2. Detective Owens was nominated by John O'Neill. No other nominations were made and Detective Owens was elected Chair by a vote of 5-0.

Detective Owens began with a review of the recommendations made by the Advisory at their last meeting in February 2010. The Advisory Board then conducted a review of the number and types of towing complaints investigated by the Police Department in FY2010 and FY2011. A discussion of the complaint process in Arlington County followed in addition to a more detailed discussion of the substantiated complaints.

The Advisory Board then discussed the Virginia Board of Towing and Recovery Operators (BTRO). The staff coordinator altered the Board to a recommendation by Governor McDonnell's Government Reform & Restructuring Commission to eliminate the BTRO and informed the Board that the County's state liaison had requested their input on this recommendation. Following a discussion on the activities of the BTRO since its inception, a motion was made by Mr. O'Neill to urge the County to oppose the elimination of the BTRO. The motion was approved by a vote of 3-2.

Ms. Iacomini made an additional motion was made to direct the County to seek enabling legislation in the upcoming General Assembly session to allow counties to undertake the activities currently provided by the BTRO should the Commission recommendation be

required to address this issue. Sergeant Clenace and Detective Owens agreed to discuss this issue with their colleagues in ACPD to make sure officers utilized the police towing contract and refrained from placing inoperable vehicles on private property whenever possible.

Mr. O'Neill moved to amend Section 14.3-9 to increase the maximum base tow fee from the current rate of \$115.00 to \$125.00. The motion was seconded, and following discussion it was agreed to by a vote of 4-1.

Mr. Scheler made a motion to amend Section 14.3-9 to add the word "rating" after all references to gross vehicle weight. Mr. Scheler made a further motion to establish a base towing rate of \$500.00 for vehicles with a gross vehicle weight rating of 10,001 pounds or greater. The motion was seconded, and following discussion it was agreed to by a vote of 4-0, with one abstention.

Mr. O'Neill moved to further amend Section 14.3-9 to authorize an additional charge, up to a maximum of \$25.00, for vehicles that are released from the impound lot between the hours of 7:00 p.m. and 8:00 a.m., all hours of the weekend, or on federal holidays. The motion was seconded, and following discussion it was agreed to by a vote of 4-1.

Detective Owens asked for any additional motions, and none were offered. Detective Owens made a motion to forward all of the Advisory Board recommendations to the County Manager and the County Board. The motion was agreed to by a vote of 5-0.

The meeting was adjourned at 9:20 p.m.

**ADVISORY BOARD MEETING ON TRESPASS VEHICLE TOWING
MINUTES OF MEETING HELD ON DECEMBER 15, 2011**

The Advisory Board on Trespass Vehicle Towing met on Thursday, December 15, 2011 in the Arlington County Government offices at 2100 Clarendon Boulevard.

The meeting was attended by: Ms. Nancy Iacomini (voting member), Sergeant Dave Green (voting member), Captain Darrin Cassidy (voting member), Detective Matthew Owens (voting member), Mr. John O'Neill (voting member), Mr. Fred Scheler (voting member), Mr. Charles Clohan (non-voting member) Mr. Brian Gordon (non-voting member), Mr. Matt Hussman (non-voting member), Mr. Bruce MacQueen (non-voting member). In addition to the Advisory Board members, the meeting was also attended by Detective Thomas Rakowski of the Arlington County Police Department (ACPD), Raymond Elkins of AAA Mid-Atlantic and several other representatives from the towing and recovery operator industry.

While awaiting a quorum, the staff coordinator provided an overview of the Charge and Scope for the Advisory Board and a review of the Advisory Board recommendations made in previous years. Additionally, the Advisory Board received a summary of the complaints investigated by the ACPD in 2011. This included a discussion of the complaint process in Arlington County and a more detailed discussion of the substantiated complaints. Finally, the Advisory Board received a summary of the constituent contacts to the County Manager's Office and County Board Office on towing issues over the last year. A discussion of the major issues raised by these constituents followed, including an overview of the properties referenced in both the complaints and constituent contacts. A detailed discussion of towing from the parking lot at 46 S. Glebe Road followed, including the background on the need for and history of towing services being provided at that location and a review of recent changes made to signage on the property to enhance clarity.

The Advisory Board also discussed the requirements under the ordinance and the current practice of towing and recovery operators of providing information regarding the towing of a vehicle to the vehicle owner upon request. The ACPD representatives reiterated that under Section 14.3-11 of the County's towing ordinance, every operator is required to maintain records from each tow and make those records available to the vehicle owner upon request. Following a brief discussion of record keeping procedures and public review, the Advisory Board agreed to address the matter with a formal motion later in the evening.

The meeting was called to order at 6:47 p.m. by the staff coordinator, who thanked the members for agreeing to serve on the Advisory Board.

The first order of business was the election of a Chairperson as required by Code of Virginia 46.2-1233.2. Nancy Iacomini was nominated by John O'Neill. No other nominations were made and Ms. Iacomini was elected Chair by a vote of 5-0.

The Chair asked for any additional motions, and none were offered. The Chair made a motion to forward all of the Advisory Board recommendations to the County Manager and the County Board. The motion was unanimously agreed to.

In closing, the staff coordinator provided the tentative timeline for County Board consideration of any amendments recommended by the Advisory Board.

The meeting was adjourned at 7:55 p.m.

**ADVISORY BOARD MEETING ON TRESPASS VEHICLE TOWING
MINUTES OF MEETING HELD ON MONDAY, OCTOBER 22, 2012**

The Advisory Board on Trespass Vehicle Towing met on Monday, October 22, 2012 in the Arlington County Government offices at 2100 Clarendon Boulevard.

The meeting was attended by: Ms. Nancy Iacomini (voting member), Captain Darrin Cassedy (voting member), Sergeant Roger Stegall (voting member), Detective Thomas Rakowski (voting member), Mr. John O'Neill (voting member), Mr. Fred Scheler (voting member), Mr. Bill Mansour (voting member), Mr. Charles Clohan (non-voting member), Mr. Al Leach (non-voting member), Mr. Joshua Robinson (non-voting member) and Mr. Charles Abernathy (non-voting member). In addition to the Advisory Board members, the meeting was also attended by several other representatives from the towing and recovery operator industry.

The meeting was called to order at 6:17 p.m. by the staff coordinator, who thanked the members for agreeing to serve on the Advisory Board and provided an overview of the charge, scope, procedures and rules of participation for the Advisory Board.

The first order of business was the election of a Chairperson as required by Code of Virginia 46.2-1233.2. Nancy Iacomini was nominated by John O'Neill. No other nominations were made and Ms. Iacomini was elected Chair by a vote of 5-0.

Following a review and approval of the Advisory Board meeting minutes from December 15, 2011, Ms. Iacomini asked staff to provide a review of the Advisory Board recommendations made in previous years. Detective Rakowski was then asked to provide a summary of the complaints investigated by the ACPD in 2012. This summary included a more detailed discussion of the substantiated complaints and the towing violations that were discovered. Stating a desire to have more complete information on towing in Arlington, Ms. Iacomini requested County staff compile information on the total number of trespass tows executed since the County's towing ordinance was enacted and the number of complaints received by the County. The staff coordinator agreed to look into ways in which to provide additional information to the Advisory Board at upcoming meetings.

The Advisory Board moved to a section-by-section review of the ordinance. Mr. O'Neill made a motion, which was seconded, to forward the Advisory Board recommendations from the December 15, 2011 meeting to the County Board. Following a discussion, the motion was successfully amended to exclude Sections 14.3-7 and 14.3-9, related to storage facilities and fees. The amended motion was agreed to unanimously.

The Advisory Board then moved to a review of Section 14.3-7. Mr. Scheler made a motion, which was seconded, to amend 14.3-7E to allow storage facilities to which vehicles towed from private property in Arlington County to be located up to five miles outside of the County's boundary line. The current ordinance requires such facilities be

January 27, 2014

The Honorable Jay Fisette
Chairman
Arlington County Board
2100 Clarendon Boulevard
Suite 300
Arlington, Virginia 22201

Dear Mr. Fisette:

Thank you again for the opportunity to serve as a member of Arlington County Board's Trespass Towing Advisory Board (TTAB). The Advisory Board convened on December 4, 2013, to review the towing ordinance and provide recommendations to the County Board. By vote of the TTAB members present, I was made chairman.

Attached is a copy of our meeting minutes from December 4, 2013, a summary of the recommendations approved by the TTAB, and additional information presented at our meeting that was made part of the official record. As you will see, our discussion this year covered a wide range of topics and the TTAB has made several recommendations for consideration on the topics of fees, operational requirements of towing and recovery operators in removing a vehicle from private property, and storage facilities.

In addition to the specific recommendations approved by the TTAB, we will continue to work with County staff to provide sufficient oversight of trespass towing activities in the County and identify areas for future improvement. We are encouraged that the total number of tows from private property in Arlington County continues to decline, along with the number of towing complaints and the number of substantiated complaints. Despite these positive signs, we will continue to strive to make certain that property owners have the ability to enforce parking restrictions on their property while also providing appropriate protections to motorists. We must continue to examine all of these issues to make sure that towing from private property in Arlington County is properly regulated, and we look forward to working with you on these important issues.

Thank you again for the opportunity to serve. If you or your colleagues have any questions, I will be glad to try and answer them.

Sincerely,

Nancy Iacomini
Chairman
Arlington County Trespass Towing Advisory Board
Attachment

The Advisory Board moved to a section-by-section review of the ordinance. No recommendations were offered for Sections 14.3-1 through 14.3-4. Upon consideration of Section 14.3-5, Sergeant Stegall began the discussion by saying that it would be helpful to those charged with enforcing the ordinance, and a good business practice by the towing and recovery operators, to instruct their drivers to better document the condition of the vehicle prior to the tow. This recommendation was based upon several complaints received this year by the ACPD regarding damage claims and a review of the photographic and video evidence of these tows. Ms. Iacomini made a motion to amend Section 14.3-5(4)(b) to require photographic or video evidence to "clearly show the condition of the vehicle from all four sides." The motion failed for a lack of second. The discussion continued and focused on the difficulty enforcing this requirement. Sergeant Stegall also informed the Advisory Board that such instances are not adjudicated or enforced under the County's towing ordinance, but instead are a civil matter to be handled through an insurance claim or civil court. Mr. Scheler made a motion, seconded by Mr. O'Neill, to strike Section 14.3-5(4)(b) in its entirety. The motion was agreed to by a vote of 6-1 (Members voting yes: Mr. Cassidy, Mr. Mansour, Mr. O'Neill, Mr. Rakowski, Mr. Scheler and Mr. Stegall. Members voting no: Ms. Iacomini.)

The Advisory Board then moved to a review of Section 14.3-7 regarding storage facilities. Mr. Mansour made a motion, seconded by Mr. Scheler, to amend 14.3-7(E) to allow storage facilities to which vehicles towed from private property in Arlington County to be located up to five miles outside of the County's boundary line. The current ordinance requires such facilities be located within three miles of the County's boundary line. Following a discussion, the motion was agreed to by a vote of 5-1, with 1 abstention. (Members voting yes: Mr. Cassidy, Mr. Mansour, Mr. Rakowski, Mr. Scheler and Mr. Stegall. Members voting no: Ms. Iacomini. Members not voting: Mr. O'Neill)

The Advisory Board then moved to a review of Section 14.3-9 regarding fees. Mr. O'Neill opened the discussion and provided a handout to the Advisory Board, which he requested by made part of the meeting minutes. Following a discussion of changes in State Code to increase the maximum allowable fees and recent actions by several surrounding jurisdictions to do the same, Mr. O'Neill made a motion to amend Section 14.3-9(B)(1) to increase the maximum base towing fee from \$125.00 to \$135.00. The motion was agreed to by a vote of 4-0, with 3 abstentions. (Members voting yes: Ms. Iacomini, Mr. Mansour, Mr. O'Neill and Mr. Scheler. Members not voting: Mr. Cassidy, Mr. Rakowski and Mr. Stegall).

Ms. Iacomini stated that it would be helpful to have additional financial information in the future, and the staff coordinator informed the Advisory Board of County staff's interest in compiling this information as well. The staff coordinator informed the Advisory Board that while the methodology for such an analysis had not yet been determined, that it would require the cooperation of the towing and recovery operators, including their agreement to share financial information with the County. All operators present at the meeting agreed to do so, and the staff coordinator agreed to provide more information on this effort within the next 3 months.

Arlington County Trespass Towing Advisory Board
Recommendations from December 4, 2013 Meeting

Section of Code/Issue	Advisory Board Recommendation
Section 14.3-2. Definitions	Define "business hours," which is used to define when the towing operators must provide information requested by vehicle owners and the Police Department, as being Monday-Friday between the hours of 9:00 a.m. and 5:00 p.m.
Section 14.3-5. Removal of Trespassing Vehicles	Remove requirement that towing and recovery operator take photographs or video of the condition of a vehicle prior to the tow
Section 14.3-7. Storage Facilities	To increase the maximum distance from the County Boundary for eligible storage facilities from 3 miles to 5 miles.
Section 14.3-9. Fees	<ol style="list-style-type: none"> 1. To increase the maximum base tow fee from \$125 to \$135. 2. To allow a fee of \$25.00 to be charged, up to two times, for tows conducted during nights (7:00 p.m. – 8:00 a.m.), weekends and/or holidays.
Study of Rates	This would not require an ordinance change. The recommendation is that the County, during its annual review of rates and fees, complete a market rate survey that would include information from the towing industry regarding the cost of doing business.
Vehicle Immobilization	The Advisory Board approved a motion instructing the County Manager's Office to report back to them on the staff position regarding the utilization of immobilization devices on vehicles as an alternative to towing.

2011

Operator	Number of Trespass Tows
Advanced Towing Services	14,025
A-1 Towing and Recovery	6,039
Al's Towing	1,651
Henry's Wrecker Service	588
East Coast	131
Pete's	171
Total	22,606

2010

Operator	Number of Trespass Tows
Advanced Towing Services	13,883
A-1 Towing and Recovery	6,746
Al's Towing	1,556
Henry's Wrecker Service	564
East Coast	281
Pete's	176
Total	23,206

2009

Operator	Number of Trespass Tows
Advanced Towing Services	15,048
A-1 Towing and Recovery	5,895
Al's Towing	2,527
Henry's Wrecker Service	452
East Coast	137
Pete's	330
Total	24,389

Repeat locations: 2 or more complaints since Dec 2012

3200 Wilson Blvd – Silver Diner – 3 complaints - Advanced
Primary issue: are they a customer or not: 1 error

2700 Blk Arlington Mill Dr – Shirlington Shopping Center – 3 complaints – A-1
Primary issue: Dr's office spaces: 1 error

1000-1100 N. Glebe Rd. – 4 complaints – Advanced
Primary issue: signs, are they customer or not: 1 error

4154 S. Four Mile Run Dr. – DMV lot - 2 complaints – Advanced
Primary issue: signs: no errors

2601 Columbia Pike – CVS lot – 4 complaints – Advanced
Primary issue: signs: no errors

3900 blk Wilson Blvd – Gold's Gym/Fresh Bikes – 7 complaints – Advanced
Primary issue: signs: 1 error

1700 blk Wilson Blvd. – Colonial Village Shopping Center – 4 complaints – Advanced
Primary issue: customer or not: no errors

Trespass Towing Advisory Board (TTAB)

Announcements

Action by the Virginia General Assembly in the 2016 Session resulted in the loss of authority for all localities in Planning District 8, which includes Arlington County, to set their own maximum fees for trespass towing by local ordinance.

This will result in a rate increase for all tows from private property in Arlington County, effective July 1, 2016. As of this date, while the base tow rate will remain at \$135.00, towing and recovery operators are now allowed to apply up to two additional \$25.00 charges for tows occurring in the evening (7:00 p.m. – 8:00 a.m.), on weekends, or federal holidays.

As a result, vehicle owners may now be charged \$135.00, \$160.00 or \$185.00 in towing fees in order to have their vehicle released.

About

Created in 2006, the Arlington County Trespass Towing Advisory Board (TTAB) reviews the County's towing ordinance, Chapter 14.3 of the Arlington County Code, and any provisions recommended for amendments to the ordinance. Based upon this review, the TTAB provides input and recommendations for the County Board's consideration in the regulation and oversight of the towing of vehicles from private property without the consent of the vehicle owner.

Upcoming Meetings

****All meetings of the TTAB are open to the public****

Advisory Board Meeting and Public Hearing
Thursday, June 23, 2016, 7:00 p.m. – 9:00 p.m.
2100 Clarendon Boulevard
County Board Room
3rd Floor
Arlington, VA 22201

The public hearing will be recorded. The purpose of the Public Hearing is for the TTAB to receive testimony from the general public regarding trespass towing in Arlington County and the County's towing ordinance.

Advisory Board Meeting
Wednesday, July 14, 2016, 7:00 p.m. – 9:00 p.m.
2100 Clarendon Boulevard
Suite 302A
Arlington, VA 22201

2006

https://arlingtonva.s3.amazonaws.com/cbo/2006/july/0708/index_clean.htm

Background

Arlington County's Towing Ordinance

<http://arlingtonva.s3.amazonaws.com/wp-content/uploads/sites/22/2014/01/County-Code-14-3-Towing-and-Storage-of-Vehicles.pdf>

Arlington County's Towing Webpage

<https://topics.arlingtonva.us/towing/>

Code of Virginia

<http://law.lis.virginia.gov/vacode/title46.2/chapter12/>

ARLINGTON COUNTY CODE

Chapter 14.3

IMMOBILIZATION, REMOVAL, TOWING, AND STORAGE OF VEHICLES FROM PRIVATE PROPERTY*

- § 14.3-1. Findings and Purpose.
- § 14.3-2. Definitions.
- § 14.3-3. Applicability.
- § 14.3-4. Compliance with State Licensing Requirements.
- § 14.3-5. Removal of Trespassing Vehicles.
- § 14.3-6. Notice.
- § 14.3-7. Storage Facilities.
- § 14.3-8. Receipt Required.
- § 14.3-9. Fees.
- § 14.3-10. Manner of Payment.
- § 14.3-11. Records.
- § 14.3-12. Violations.
- § 14.3-13. Trespass Towing Advisory Board

§ 14.3-1. Findings and Purpose.

The County Board has found that some members of the public and their property have been placed at risk in circumstances where their vehicles have been towed without their consent and placed in storage because of a variety of factors including, but not limited to, unfair and predatory towing and pricing practices, inadequate notice of when vehicles are subject to towing, unreasonable prices for towing and storage, and lack of adequate recourse in the event of improper towing or storage, among others. Based upon the foregoing, the County Board has concluded that the regulations provided for by this chapter are required to protect the public health, safety and welfare generally, and particularly the safety of those members of the public whose vehicles have been towed without their consent and stored, as well as the public interest in ensuring that the prices charged for non-consensual tows occurring in instances when vehicles are trespassing on private property are fair and reasonable. (Ord. No. 06-11, 7-8-06; Ord. No. 07-18, 12-15-07; Ord. No. 09-15, 5-16-09)

§ 14.3-2. Definitions.

Except as hereinafter set forth, the words used in this chapter shall have the same meaning as set forth in § 46.2-100 of the Code of Virginia, as such may be amended from time to time.

"Immobilization" means a procedure that utilizes equipment, such as a boot, that prevents a vehicle from moving. Immobilization does not include attachment to a tow truck.

"Local license" or "locality permit" means a document indicating the Towing and recovery operator has been approved to immobilize or tow vehicles from private property in Arlington County.

"Storage fee" means the compensation payable for the storage of a towed vehicle that has been stored at or in a facility owned, operated, leased or used by a tow truck service.

"Tow, tows, or towing" means the act of removing, by tow truck, a vehicle from privately-owned property within the County where it is parked. The preparation of a vehicle for removal by a tow truck or the attachment of a vehicle to a tow truck, or both, does not, for purposes of this chapter, constitute a tow or towing.

"Towing fee" means the compensation payable for the towing of a vehicle.

register with the County prior to the initiation of any such operations and by February 1st of each subsequent year. This provision shall become effective January 1, 2017.

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B. Operator License Issuance.

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1. To obtain a license, the following information and documents must be provided to the County:

- a. A completed Operator Registration document, provided by the County;
- b. A copy of the operator's business license;
- c. Address, telephone number and vehicle storage capacity for each storage site to which vehicles will be towed;
- d. Copies of all Driver Authorization Documents issued by the Virginia Department of Criminal Justice Services for all drivers employed by the operator;
- e. Copies of all vehicle safety inspections;
- f. Proof of insurance coverage: All operators must have automobile liability, commercial general liability, garagekeepers liability, on hook coverage and worker's compensation as required by state and federal law;
- g. A listing of all properties the Operator has a contract with to provide trespass towing services. Such list shall include the Property Name and Address, the Name of Property Owner or their representative, Phone number and e-mail address for the Property Owner or their representative.

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Commented [BS2]: BTRO included levels of coverage - should we?

2. The Operator shall inform the County of any changes to the information required in Subsection 1 within 30 days of such changes.

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3. Operator licenses are non-transferable.

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3. The annual application fee for each operator shall be \$XXX.XX.

- C. Operator License Suspension.
- D. Operator License Revocation.
- E. Notification.
- F. Appeal

All towing and recovery operators and all tow trucks engaged in business in the County shall comply with State licensing requirements imposed by State law, and shall provide evidence of such upon request by any representative of the County authorized to enforce the provisions of this chapter.

(Ord. No. 06-11, 7-8-06; Ord. No. 07-18, enacted 12-15-07; Ord. No. 09-15, 5-16-09)

§ 14.3-5. Removal of Trespassing Vehicles. Requirements for Property From Which Vehicles are Removed

A. The owner, operator, or lessee, or authorized agent thereof, of any property, may have any vehicle occupying the property without the permission of its owner, operator, lessee, or authorized agent thereof, removed by towing to a storage facility until reclaimed by the owner or his agent provided the provisions of this chapter are complied with, as well as the following:

- 1. Signs shall be posted at all vehicle entrances to the property clearly, conspicuously, and legibly disclosing that vehicles parked without permission will be towed. Such signs shall be posted so that the locations on the property subject to towing shall be clearly identified. The signs shall meet the following requirements and include the following information:
 - a. each sign shall be not less than 12 X 18 inches;
 - b. the lettering on each sign shall be as follows: "towing at owner's expense" not less than three (3) inches in height; "24 hrs/7 days" not less than one (1) inch in height and placed just above the tow truck symbol; the tow truck symbol, not less than two (2) inches in height. Other lettering may vary in size but in no case be less than one-half (1/2) inch in

removal, and the condition of the vehicle. Evidence of the vehicle's condition shall not qualify as a violation of the requirements of this section as outlined in Section 14.3-12.

56. The tow truck used to perform the tow shall include the name, street address, and current, local telephone number of the towing and recovery operator permanently affixed in a conspicuous location on the exterior of the truck.

7. While being towed, vehicles shall be properly secured in accordance with all laws, regulations, manufacturer specifications, and industry standards as developed by the Towing and Recovery Association of America for tow slings, wheel lifts, tow dollies, car carriers/rollbacks and flatbeds.

B. This section shall not apply to public safety and public health vehicles or where a vehicle, because of a wreck or other emergency, is parked or left temporarily on the property of another.
(Ord. No. 06-11, 7-8-06; Ord. No. 07-18, enacted 12-15-07; Ord. No. 09-15, 5-16-09; Ord. No. 14-01, 2-25-14)

§ 14.3-6. Notice to the County of Trespass Tow.

A. ~~Immediately~~ Prior to a trespassing vehicle being removed or towed as permitted by this chapter, notice of this action shall be given by the towing and recovery operator to the County Police. Such notice shall include the following information:

1. the name of the towing and recovery operator removing vehicle;
2. a description of the vehicle towed including make, model, VIN number and license plate;
3. the location of trespassing vehicle and the date and time of the tow;
4. the location of the storage facility to which the vehicle was towed; and
5. the name and address of the individual and/or entity who authorized the tow.

B. Failure to report such tow as required by this section shall constitute a traffic infraction punishable by a fine of not more than one hundred dollars (\$100.00). Such failure to report shall limit the amount which may be charged for the storage and safekeeping of the towed vehicle to an amount no greater than that charged for one day of storage and safekeeping.
(Ord. No. 06-11, 7-8-06; Ord. No. 07-18, enacted 12-15-07; Ord. No. 09-15, 5-16-09)

§ 14.3-7. Storage Facilities.

A. All towing and recovery operators engaged in towing vehicles without the consent of their owners shall conspicuously display at their main place of business and at any other storage facilities where towed vehicles may be reclaimed, in locations readily visible to those reclaiming vehicles:

1. signs that clearly and legibly provide the following information:
 - a. a comprehensive list of all their fees for towing, recovery, and storage services. Charges in excess of those posted shall not be collectable from any vehicle owner whose vehicle is towed or stored without his consent;
 - b. that payment may be made by cash, traveler's check, money order, insurance company check, or debit, credit or charge card;
 - c. that a receipt shall be provided;
 - d. the vehicle owner's right to inspect, as outlined in Section 14.3-7D.

Commented [BS4]: Ask CAO – what is the purpose of this? Why is it in this section? I would think that we would want to say that under no circumstances should these vehicles be towed – a law enforcement officer should be called.

2. for the towing of a vehicle with a gross vehicle weight rating of between seven thousand five hundred and one (7,501) pounds and ten thousand (10,000) pounds, the maximum fee shall be two hundred fifty dollars (\$250.00),

3. for the towing of a vehicle with a gross vehicle weight rating of ten thousand and one (10,001) pounds or greater, the maximum fee shall be five hundred dollars (\$500.00).

~~4. for towing a vehicle between the hours of 7:00 p.m. and 8:00 a.m. or any Saturday, Sunday or holiday, an additional fee of no more than twenty-five dollars (\$25.00) per instance may be charged. In no event shall more than two (2) such fees be charged for the towing of any such vehicle.~~

45. for the storage of any towed vehicle, the maximum fee for each twenty-four (24) hour period of storage, or portion thereof, shall be fifty dollars (\$50.00); provided that no storage fee may be charged for the first twenty-four (24) hours of storage, or any portion thereof, following the arrival of a towed vehicle at a storage facility.

~~5. if any of the requirements of this Chapter are not met by the towing and recovery operator with respect to the towing or storage of a vehicle, there shall be no fee charged for that tow or the storage.~~

Commented [B55]: Moved to the penalty section

C. Except for fees authorized by this chapter, no other fees or charges shall be imposed.

D. No towing and recovery operator having custody of a vehicle towed without the consent of its owner may impose storage charges for that vehicle for any period during which the vehicle could not be reclaimed because the storage facility was closed.

E. If the owner or representative or agent of the owner of the trespassing vehicle is present, and ready, willing, and able to remove the trespassing vehicle from the premises at any time before it is removed from the premises by a towing and recovery operator, the vehicle shall be released to the owner or representative or agent of the owner for purposes of immediate removal from the property, but the owner or representative or agent of the owner shall be liable for a reasonable "in lieu of towing" fee, not to exceed twenty-five dollars (\$25.00), provided that the towing and recovery operator provides a written receipt to the owner or representative or agent of the owner identifying the accepted forms of payment specified in § 14.3-10.

(Ord. No. 06-11, 7-8-06; Ord. No. 07-18, enacted 12-15-07; Ord. No. 09-15, 5-16-09; 14-01, 2-25-14)

§ 14.3-10. Manner of Payment.

A. Towing and recovery operators shall accept payment for towing fees, storage fees, retrieval fees and the "in lieu of towing" fee provided for in this chapter in each of the following ways:

1. cash in United States currency;
2. insurance company check
3. travelers' checks or money orders payable in United States currency; and
4. any debit, credit or charge card that the towing and recovery operator is authorized by the issuing credit or charge card company to accept, and that is accepted by the towing and recovery operator in the ordinary course of business.

(Ord. No. 06-11, 7-8-06; Ord. No. 07-18, 12-15-07; Ord. No. 09-15, 5-16-09)

§ 14.3-11. Records.

A. Every towing and recovery operator shall maintain a record of the following information for each vehicle that it has towed from a location within the County:

ARLINGTON COUNTY CODE

Chapter 14.3

IMMOBILIZATION, REMOVAL, TOWING, AND STORAGE OF VEHICLES FROM PRIVATE PROPERTY*

§ 14.3-1. Findings and Purpose.

§ 14.3-2. Definitions.

§ 14.3-3. Applicability.

§ 14.3-4. ~~Compliance with State Licensing Requirements~~ Local Permitting and Compliance.

§ 14.3-5. ~~Requirements for Property From Which Vehicles are Removed~~ Removal of

Trespassing Vehicles. § 14.3-6. Operator Requirements and Standards of Practice

§ 14.3-7. Notice.

§ 14.3-8. Storage Facilities.

§ 14.3-9. Receipt Required.

§ 14.3-10. Fees.

§ 14.3-11. Manner of Payment.

§ 14.3-12. Records.

§ 14.3-13. Violations.

§ 14.3-1. Findings and Purpose.

The County Board has found that some members of the public and their property have been placed at risk in circumstances where their vehicles have been towed without their consent and placed in storage because of a variety of factors including, but not limited to, unfair and predatory towing and pricing practices, inadequate notice of when vehicles are subject to towing, unreasonable prices for towing and storage, and lack of adequate recourse in the event of improper towing or storage, among others. Based upon the foregoing, the County Board has concluded that the regulations provided for by this chapter are required to protect the public health, safety and welfare generally, and particularly the safety of those members of the public whose vehicles have been towed without their consent and stored, as well as the public interest in ensuring that the prices charged for non-consensual tows occurring in instances when vehicles are trespassing on private property are fair and reasonable. (Ord. No. 06-11, 7-8-06; Ord. No. 07-18, 12-15-07; Ord. No. 09-15, 5-16-09)

§ 14.3-2. Definitions.

Except as hereinafter set forth, the words used in this chapter shall have the same meaning as set forth in § 46.2-100 of the Code of Virginia, as such may be amended from time to time.

"Immobilization" means a procedure that utilizes equipment, such as a boot, that prevents a vehicle from moving. Immobilization does not include attachment to a tow truck.

"Local license" or "locality permit" means a document indicating the Towing and recovery operator has been approved to immobilize or tow vehicles from private property in Arlington County.

"Storage fee" means the compensation payable for the storage of a towed vehicle that has been stored at or in a facility owned, operated, leased or used by a tow truck service.

"Tow, tows, or towing" means the act of removing, by tow truck, a vehicle from privately-owned property within the County where it is parked. The preparation of a vehicle for removal by a tow truck or the attachment of a vehicle to a tow truck, or both, does not, for purposes of this chapter, constitute a tow or towing.

§ 14.3-4. Local Licensure and Compliance with State Licensing Requirements.

A. Operator License Required. All towing and recovery operators engaged in the immobilization or towing of vehicle from private property in Arlington County without the consent of the vehicle owner must register with the County Manager, or his designated agent, prior to the initiation of any such operations and by February 1st of each subsequent year. This provision shall become effective January 1, 2017.

B. Operator License Issuance

1. To obtain a license, the following information and documents must be provided to the County Manager, or his designated agent:

- a. A completed Operator Registration document, provided by the County Manager, or his designated agent;
- b. A copy of the operator's business license;
- c. Address, telephone number and vehicle storage capacity for each storage site to which vehicles will be towed;
- d. Copies of all Driver Authorization Documents issued by the Virginia Department of Criminal Justice Services for all drivers employed by the operator;
- e. Copies of all vehicle safety inspections;
- f. Proof of insurance coverage: All operators must have automobile liability, commercial general liability, garagekeepers liability, on hook coverage and worker's compensation as required by state and federal law
- g. A listing of all properties the Operator has a contract with to provide trespass towing services. Such list shall include the Property Name and Address, the Name of Property Owner or their representative, Phone number and e-mail address for the Property Owner or their representative.

2. The Operator shall inform the County Manager, or his designated agent of any changes to the information required in Subsection 1 within 30 days of such changes.

3. Operator licenses are non-transferable.

4. The annual application fee for each operator shall be \$XXX.XX.

C. Operator License Suspension.

1. The County Manager, or his designated agent, may suspend an operator's license for a period of one (1) to ninety (90) days and/or until proof of compliance is provided to the satisfaction of the County Manager, or his designated agent. The suspension shall become effective 30 days after the Operator receives a suspension notice from the County Manager, or his designated agent. Reasons for suspension shall include, but not be limited to:

- a. Failure to notify the County Manager, or his designated agent, of any changes to the information outlined in Subsection B
- b. Allowing, knowingly or otherwise, any of their vehicles to be operated by individuals not possessing an active and valid Driver Authorization Document
- c. Any violation of Sections 14.3-6, 14.3-7, 14.3-10 or 14.3-12

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e. The hearing examiner shall consider the case record as well as statements offered by an interested party and shall determine whether the County Manager abused his discretion under the rules and standards set forth in this chapter. The hearing need not be conducted according to technical rules relating to evidence and witnesses. Any relevant evidence may be admitted if it is the sort of evidence on which responsible persons are accustomed to rely in the conduct of serious affairs, regardless of the existence of any common law or statutory rule which might make improper the admission of such evidence in civil actions.

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f. If the denial, suspension or revocation is upheld by the hearing examiner, it shall become effective immediately upon the issuance of the final decision.

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g. If the denial, suspension or revocation is overturned by the hearing examiner, the County Manager, or his designated agent, shall restore the operator's license immediately.

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All towing and recovery operators and all tow trucks engaged in business in the County shall comply with State licensing requirements imposed by State law, and shall provide evidence of such upon request by any representative of the County authorized to enforce the provisions of this chapter.

(Ord. No. 06-11, 7-8-06; Ord. No. 07-18, enacted 12-15-07; Ord. No. 09-15, 5-16-09)

§ 14.3-5. Removal of Trespassing Vehicles. Requirements for Property From Which Vehicles are Removed

A. The owner, operator, or lessee, or authorized agent thereof, of any property, may have any vehicle occupying the property without the permission of its owner, operator, lessee, or authorized agent thereof, removed by towing to a storage facility until reclaimed by the owner or his agent provided the provisions of this chapter are complied with, as well as the following:

1. Signs shall be posted at all vehicle entrances to the property clearly, conspicuously, and legibly disclosing that vehicles parked without permission will be towed. Such signs shall be posted so that the locations on the property subject to towing shall be clearly identified. The signs shall meet the following requirements and include the following information;

- a. each sign shall be not less than 12 X 18 inches;
- b. the lettering on each sign shall be as follows: "towing at owner's expense" not less than three (3) inches in height; "24 hrs/7 days" not less than one (1) inch in height and placed just above the tow truck symbol; the tow truck symbol, not less than two (2) inches in height. Other lettering may vary in size but in no case be less than one-half (1/2) inch in height;
- c. each sign shall contain a pictorial symbol of a tow truck;
- d. each sign shall contain a statement to the effect that trespassing vehicles are subject to towing and storage at the expense of the vehicle owner;
- e. each sign shall state the hours and days of the week when trespassing vehicles are subject to towing;
- f. each sign shall provide the telephone number of the responsible towing and recovery operator to contact for information related to the location of vehicles towed from the property, which telephone number shall be answered by a person twenty-four (24) hours each day;
- g. each sign shall provide the non-emergency telephone number of the County Police; and

§ 14.3-67. Notice to the County of Trespass Tow.

A. ~~Immediately~~ Prior to a trespassing vehicle being removed or towed as permitted by this chapter, notice of this action shall be given by the towing and recovery operator to the County Police. Such notice shall include the following information:

1. the name of the towing and recovery operator removing vehicle;
2. a description of the vehicle towed including make, model, VIN number and license plate;
3. the location of trespassing vehicle and the date and time of the tow;
4. the location of the storage facility to which the vehicle was towed; and
5. the name and address of the individual and/or entity who authorized the tow.

B. Failure to report such tow as required by this section shall constitute a traffic infraction punishable by a fine of not more than one hundred dollars (\$100.00). Such failure to report shall limit the amount which may be charged for the storage and safekeeping of the towed vehicle to an amount no greater than that charged for one day of storage and safekeeping.

(Ord. No. 06-11, 7-8-06; Ord. No. 07-18, enacted 12-15-07; Ord. No. 09-15, 5-16-09)

§ 14.3-78. Storage Facilities.

A. All towing and recovery operators engaged in towing vehicles without the consent of their owners shall conspicuously display at their main place of business and at any other storage facilities where towed vehicles may be reclaimed, in locations readily visible to those reclaiming vehicles:

1. signs that clearly and legibly provide the following information:
 - a. a comprehensive list of all their fees for towing, recovery, and storage services. Charges in excess of those posted shall not be collectable from any vehicle owner whose vehicle is towed or stored without his consent;
 - b. that payment may be made by cash, traveler's check, money order, insurance company check, or debit, credit or charge card;
 - c. that a receipt shall be provided;
 - d. the vehicle owner's right to inspect, as outlined in Section 14.3-7D.
2. a notice to vehicle owners, provided by Arlington County, which includes information regarding the County's towing ordinance and the contact information for the Arlington County Police Department. Such notice shall be posted in both English and Spanish.
3. the operator's license issued by Arlington County

B. The fees authorized by this chapter shall be the maximum allowed and an additional fee for use of a debit, credit or charge card, or other form of payment, shall not be permitted.

C. Towing and recovery operators shall make change, up to one hundred dollars (\$100.00), for those who pay in cash for towing and storage charges applicable to vehicles towed under the provisions of this chapter.

D. The vehicle owner shall have the opportunity to inspect the vehicle and any items contained therein prior to payment. No towing and recovery operator shall require a vehicle owner to sign any waiver of the owner's rights to

Commented [BS6]: Why is this a traffic infraction?

the first twenty-four (24) hours of storage, or any portion thereof, following the arrival of a towed vehicle at a storage facility.

~~5. if any of the requirements of this Chapter are not met by the towing and recovery operator with respect to the towing or storage of a vehicle, there shall be no fee charged for that tow or the storage.~~

C. Except for fees authorized by this chapter, no other fees or charges shall be imposed.

D. No towing and recovery operator having custody of a vehicle towed without the consent of its owner may impose storage charges for that vehicle for any period during which the vehicle could not be reclaimed because the storage facility was closed.

E. If the owner or representative or agent of the owner of the trespassing vehicle is present, and ready, willing, and able to remove the trespassing vehicle from the premises at any time before it is removed from the premises by a towing and recovery operator, the vehicle shall be released to the owner or representative or agent of the owner for purposes of immediate removal from the property, but the owner or representative or agent of the owner shall be liable for a reasonable "in lieu of towing" fee, not to exceed twenty-five dollars (\$25.00), provided that the towing and recovery operator provides a written receipt to the owner or representative or agent of the owner identifying the accepted forms of payment specified in § 14.3-10.

(Ord. No. 06-11, 7-8-06; Ord. No. 07-18, enacted 12-15-07; Ord. No. 09-15, 5-16-09; 14-01, 2-25-14)

§ 14.3-~~10~~11. Manner of Payment.

A. Towing and recovery operators shall accept payment for towing fees, storage fees, retrieval fees and the "in lieu of towing" fee provided for in this chapter in each of the following ways:

1. cash in United States currency;
2. insurance company check
3. travelers' checks or money orders payable in United States currency; and
4. any debit, credit or charge card that the towing and recovery operator is authorized by the issuing credit or charge card company to accept, and that is accepted by the towing and recovery operator in the ordinary course of business.

(Ord. No. 06-11, 7-8-06; Ord. No. 07-18, 12-15-07; Ord. No. 09-15, 5-16-09)

§ 14.3-~~11~~12. Records.

A. Every towing and recovery operator shall maintain a record of the following information for each vehicle that it has towed from a location within the County:

1. the date and time that the vehicle was towed;
2. the date and time that the vehicle entered the facility at which it was placed for storage;
3. the make, model, year, VIN number, and license plate number of the vehicle;
4. the address of the property from which the vehicle was removed;
5. the name and address of the person and/or entity who authorized the tow;
6. the video or photographs taken at the time of the tow;
7. the towing and storage fees actually charged;

Commented [BS7]: Moved to the penalty section

ARLINGTON COUNTY TRESPASS TOWING ADVISORY BOARD (TTAB) ROSTER

The Advisory Board on Trespass Vehicle Towing shall consist of up to seventeen (17) members (7 voting/10 non-voting). The seven voting members shall be: three (3) representatives from the Police Department, three (3) representatives from the towing industry, and one (1) citizen representative. Up to ten (10) non-voting members shall include representatives of residential and commercial property owners, tenants, a consumer organization, and citizens. All members serve at the pleasure of the County Board for three (3) year terms. The Chairman shall be elected annually from among the voting members of the Advisory Board by a majority vote.

Name	Affiliation	Voting Status	Appointed	Re-Appointments	Term Ends
Captain Brett Butler	Arlington County Police Department	Voting	November 17, 2015		November 17, 2018
Sergeant Paula Brockenborough	Arlington County Police Department	Voting	July 21, 2015		July 21, 2018
Detective Kyle O'Keefe	Arlington County Police Department	Voting	May 17, 2016		May 17, 2019
Nancy Iacomini	Resident	Voting	May 23, 2006	July 22, 2008, October 27, 2009, September 28, 2010, October 18, 2011, July 24, 2012, July 21, 2015	July 21, 2018
Al Leach	Towing and Recovery Operator – Al's Towing	Voting	May 23, 2006	July 24, 2012, July 21, 2015	July 21, 2018
John O'Neill	Towing and Recovery Operator – Advanced Towing	Voting	May 23, 2006	July 22, 2008, October 27, 2009, September 28, 2010, October 18, 2011, July 24, 2012, July 21, 2015	July 21, 2018
Fred Scheler	Towing and Recovery Operator – Henry's Wrecker Service	Voting	May 23, 2006	July 22, 2008, October 27, 2009, September 28, 2010, October 18, 2011, July 24, 2012, July 21, 2015	July 21, 2018
Charles Abernathy	AAA Mid-Atlantic	Non-Voting	July 16, 2013	July 21, 2015	July 21, 2018
Charles Clohan	Property Owner/Management – Dittmar Company	Non-Voting	July 22, 2008	October 27, 2009, September 28, 2010, October 18, 2011, July 24, 2012, July 21, 2015	July 21, 2018
Brian Gordon	Commercial/Multi-Family Residential - AOBA – Metro Washington	Non-Voting	November 29, 2011	July 24, 2012, July 21, 2015	July 21, 2018
Matt Hussman	Community Partnership Organization – Clarendon Alliance	Non-Voting	July 24, 2012	July 21, 2015	July 21, 2018
Joshua Robinson	Community Partnership Organization – CPRO	Non-Voting	November 29, 2011	July 24, 2012, July 21, 2015	July 21, 2018

Brian Stout

From: Brian Stout
Sent: Tuesday, December 15, 2015 1:37 PM
To: Lynne Porfiri
Subject: Re: Check in when you get a chance

Redacted - Attorney Client Privilege

I have not conveyed that to Jay yet - I talked to CAO [REDACTED]
[REDACTED] I will lose the loop on that today and get all of the Board Members the information.

I haven't had a chance to email with Jim yet on the Committee - will do so today.

The plan is for me to just lead the gift game, right? Want to make sure I understand what you want - that is all I did last year.

I finally got the response from MWAA on where to direct the GRAM - it was not sufficient and I have asked for more information. I will check in with Farah.

I'll come check in with you more in depth.

On Dec 15, 2015, at 1:23 PM, Lynne Porfiri <Lporfiri@arlingtonva.us> wrote:

Have you told JF that Towing Advisory Committee meeting will not take place in calendar year 2015?
How about the military advisory committee?
Are you ready to be the MC on Thursday for the holiday potluck?
You have a late GRAM response – please see Farah.

Thanks, Lynne

Lynne T. Porfiri
Acting Chief of Staff
Arlington County Manager's Office
2100 Clarendon Boulevard, Suite 302
Arlington, VA 22201

Telephone: 703.228.0599

Brian Stout

From: Brian Stout
Sent: Friday, January 08, 2016 2:57 PM
To: Jay Fisette
Subject: RE: Additional Towing Information

It was. Apparently they have both received a request to meet with [REDACTED] on this. I wanted to make sure that we were all on the same page. As you may imagine, I have not had a discussion with them yet about towing. My plan was to brief them in advance of the TTAB meeting, ordinance consideration, etc.

From: Jay Fisette
Sent: Friday, January 08, 2016 2:56 PM
To: Brian Stout <Bstout@arlingtonva.us>
Subject: Re: Additional Towing Information

Brian - was this email sent in response to an inquiry from Katie and/or Christian?

On Jan 8, 2016, at 2:27 PM, Brian Stout <Bstout@arlingtonva.us> wrote:

Jeanine and Mason,

The subject of our towing ordinance is an issue that I have on my list of items to brief Katie and Christian on in the early Spring when it is expected that we will have recommendations for the County Board to review. Please let me know if due to meeting requests that you have received if you would like to have that happen sooner rather than later.

I will reserve a fuller brief for a meeting in person, however I wanted to provide the below email correspondence related to the meeting request by way of background now. Please let me know what else Katie and Christian may need at this time in terms of staff support. Additionally, Jay Fisette is the County Board Liaison to the County Board's Towing Advisory Board and has handled this issue since its inception. He will be able to provide some context as well.

Thanks,
Brian

*Brian Stout
Federal Liaison
Arlington County
2100 Clarendon Boulevard
Suite 302
Arlington, VA 22201
p: (703) 228-0577
m: (571) 289-5921
bstout@arlingtonva.us*

From: [REDACTED]
Sent: Thursday, January 07, 2016 8:17 AM
To: Brian Stout <Bstout@arlingtonva.us>
Cc: [REDACTED] Jay Fisetta <jfisetta@arlingtonva.us>; Patricia Carroll <Pcarroll@arlingtonva.us>
Subject: Re: Request for Meeting w [REDACTED]

Brian, thanks for this information. I would just caution the CB that they are on slippery ground attempting to determine what kind of profit a private company should make. I do think that surrounding allowable towing fees should play a much larger role in determining Arlington's fees. [REDACTED] tells me that Delegate Hugo has introduced a bill--I gave a copy to Ms Garvey yesterday.

Sent from my iPhone

On Jan 6, 2016, at 4:38 PM, Brian Stout <Bstout@arlingtonva.us> wrote:

Barbara,

Happy New Year.

My apologies for the delay in this response. I hope the following gives you a little bit of background on the County's towing ordinance as well as an idea of where we are going with the discussion in the coming year. Please let me know if you have any questions or require any additional information.

Advanced Towing is correct that Arlington County's towing ordinance does not allow them to charge up to 2 additional \$25 fees for nights/weekends/holidays, as is allowed under State Code. The history on this is that for transparency and to address the past practices of overcharging vehicle owners, Arlington County has traditionally sought to keep the fee structure as simple as possible. We have done so through this flat fee. Additionally, the towing industry has provided no evidence to the County that these additional fees are necessary in order to meet additional costs associated with towing vehicles on these days and times.

Towing companies are able to charge these additional fees in Fairfax County (through a local ordinance), Loudoun County (no local ordinance, so State Code applies), and the Cities of Fairfax (no local ordinance) and Alexandria (through local ordinance). That is not the case in the City of Falls Church, where the maximum fee is \$100, which is significantly below Arlington's. For your reference, I have attached a chart that you may recognize from your time on the County Board, that outlines the current maximum fees and fee structure in a number of jurisdictions, including those in Planning District 8.

I would request and urge you not to pursue any legislative changes that would require localities to set towing fees at a specific level. State Code and legislative intent has been clear since the inception of the Towing Chapters in 2006 that localities have the authority to set maximum fees for these services within their jurisdictions. State Code § 46.2-1233 specifically states "*The governing body of any county, city, or town may by ordinance set reasonable limits on fees charged for the removal of motor vehicles, trailers, and parts thereof left on private property in violation of § 46.2-1231, and for the removal of trespassing vehicles under § 46.2-1215, taking into consideration the fair market value of such removal.*" Further, contrary to what has been conveyed to you, Arlington County is fulfilling its obligations under this Section.

I do want to note, however, that your comments lead me to believe that Arlington County would not be open to applying the State permitted weekend supplemental fees. Moreover, it is unclear in what areas of the towing issue you are expecting recommendations from the GMU study.

Advanced Towing continues to believe that it is being treated unfairly in Arlington. According to industry lobbyists, all of Planning District 8 jurisdictions permit towing companies to charge the permitted weekend supplemental fees. Perhaps County staff can confirm this.

State action is usually not a preferred option for a remedy. It would certainly be in every body's interest if Arlington could address the needs of a small business while ensuring that customers are extended adequate protections as well. These goals are not mutually exclusive and if packaged together, they can bring the balanced approach to governing that Arlington is so good at achieving.

Thank you for your exemplary service to Arlington))

Sent from my iPhone

> On Dec 6, 2015, at 10:29 PM, Jay Fisette <Jfisette@arlingtonva.us> wrote:

>

> Hey [REDACTED] - sorry I missed you tonight at the AHS event.

>

> Thanks for copying me on this email. I have copied Mark Schwartz and a couple of staff so that they are updated on this issue. As we discussed, and as you well know, I have become quite engaged and aware of the tow industry and towing issues during my time on the Board. My work over many years led to our creation of today's ordinance, with enhanced protections for consumers while also gaining respect for the challenges faced by the industry.

>

> I have attempted to be a fair arbiter and find the correct balance between consumer protections and reasonable fees/regulatory requirements. I have developed a respectful relationship with Advanced Towing, which handles the bulk of the tow industry work in Arlington.

>

> Though Arlington's base tow rate is set at the state maximum, I know that Advanced Towing would like to see the County Board institute a weekend and night supplemental fee. The County Manager and Board have traditionally opposed such extra fees. The County has expressed interest in undertaking a market rate analysis to better assess the fee request from the towers. While I, too, have been frustrated at the length of time it has taken for staff to initiate this study, several days ago I received the following note from the County Manager:

>

>

> * As of today, the County has commenced its contract with George Mason University for a trespass towing market rate study. This study is being conducted in response to County Board direction and will be provided to the Trespass Towing Advisory Board, the County Manager and the County Board for consideration in reviewing and setting trespass towing fees. The study will be completed in the first quarter of 2016 and will be a major topic of public review and discussion through the Advisory Board next year. The Advisory Board will be meeting via teleconference by the end of this month in order to set a meeting process and schedule for review of the ordinance with the goal of making recommendations to the County Board in Spring 2016.

>

>

Brian Stout

From: Brian Stout
Sent: Thursday, January 14, 2016 10:47 AM
To: [REDACTED]
Subject: RE: Tow Data

Hey [REDACTED]. Happy New Year – can't believe I am saying that as we are almost halfway through January already! I hope you had a good end of 2015 and start to 2016.

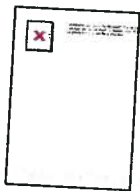
I will set up a time for us to catch up in the next few weeks, but I wanted to put the request in now for the rest of the towing data from Calendar Year 2015. Per the below, [REDACTED] previously provided the data through June, and I would like to get the same information from July 1 - December 31st. It takes a bunch of time to identify the specific properties from the addresses and to convert the times and I would like to get started on it early in advance of our TTAB meeting later this spring. This is not urgent, but the sooner the data can be provided the better.

Thanks,
Brian

From: [REDACTED]
Sent: Monday, July 20, 2015 7:37 AM
To: Brian Stout <Bstout@arlingtonva.us>
Subject: Fw: Tow Data

Let me know if you have any trouble opening it this time.

Sergeant P. C. Brockenborough #1332
Support Management Section/Special Services Unit
Arlington County Police Department



1425 N. Courthouse Road
Arlington, Virginia 22201
(703) 228-4254
pbrockenborough@arlingtonva.us

From: [REDACTED]
Sent: Monday, July 20, 2015 7:33 AM

From: [REDACTED]
Sent: Thursday, July 16, 2015 12:52 PM
To: Paula Brockenborough
Subject: RE: Tow Data

Also, CAD only has this data from 4/21/14 forward. That is when we switched over to the new CAD and starting maintaining data. Anything from 3/1/14 through 4/21/14 would have to be acquired through police RMS, which is where those records were maintained.

From: Paula Brockenborough
Sent: Thursday, July 16, 2015 8:21 AM
To: [REDACTED]
Subject: Fw: Tow Data

Good Morning [REDACTED]:

I was asked to request this information ASAP but was not given specifics until I returned the data that you provided. Please see below. And thank you so much for your quick response yesterday.

Sergeant P. C. Brockenborough #1332
Support Management Section/Special Services Unit
Arlington County Police Department
1425 N. Courthouse Road
Arlington, Virginia 22201
(703) 228-4254
pbrockenborough@arlingtonva.us

From: Brian Stout
Sent: Wednesday, July 15, 2015 3:26 PM
To: Paula Brockenborough
Subject: RE: Tow Data

Thank you so very much for the quick response on this! My apologies for not sending along the information sooner – I have been running around quite a bit since our meeting yesterday. I am attaching the spreadsheet that details the information we have been asked by the Board to compile for reference. You will see that the previous ECC system spit the data out in a much less organized fashion, so I am happy to see the new system is a little cleaner. Please ignore columns G-J – that is some grunt work that I am going to have to do once I get all of the data in.

I apologize for having to ask for the data pull again, but there are 2 changes to the original request below.

1. Date Range: I need to have the data from 3/1/14 to 6/30/15
2. I need to have whatever field/data point it is that references the reason why the vehicle was towed.

Please let me know if you have any questions and thanks again!

Brian

Brian Stout

Subject: Meeting to Get Started!
Location: My Office

Start: Mon 05/16/2016 2:00 PM
End: Mon 05/16/2016 3:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Brian Stout
Required Attendees: Angie de la Barrera

Angie – it seems that we are officially official! I wanted to set up some time with you to get your thoughts and get on the same page on the following:

- 1. Work Location**
- 2. How Hours will be allocated**
- 3. Towing Ordinance**
 - a. Timeline**
 - b. Draft Ordinance Changes**
 - c. How to set up regulatory oversight pursuant to draft proposal**
- 4. Timeline and Process for Developing the Consumer and Regulatory Affairs Proposal**

I am really looking forward to this.

Brian

Brian Stout

From: Brian Stout
Sent: Monday, May 16, 2016 5:16 PM
To: [REDACTED]
Subject: Are you going to be in the County building this week?
Attachments: TTAB Meeting Schedule Outline - 2016.docx

[REDACTED] – My apologies for not getting back with you on Friday. Are you going to be around the County building at all this week? I wanted to see if we could sit down together briefly to firm up the Towing Advisory Board process (attached here for your reference) and so that I could introduce you to Angie de la Barrera from DES who is going to be working with us on the towing ordinance changes this year. Angie has great experience as the County's taxicab regulator and I am excited that she is going to be working with us on this.

Specific to the timeline and process, as you will see from the attached I have public hearing, RTA and ordinance consideration dates locked in. I am still struggling a bit with what additional steps make the most sense from a sequencing and public engagement standpoint.

Let me know if you are going to be here and we can set something up around your schedule. If you are not going to be here, let me know when you might have a little time for a quick conference call.

Thanks,
Brian

*Brian Stout
Federal Liaison
Arlington County
2100 Clarendon Boulevard
Suite 302
Arlington, VA 22201
p: (703) 228-0577
m: (571) 289-5921
bstout@arlingtonva.us*

Brian Stout

From: Brian Stout
Sent: Monday, May 16, 2016 11:40 AM
To: Paula Brockenborough
Subject: FW: Introducing our newest Towing Advisory Board Member

Paula – I just wanted to confirm that I have the 3 correct ACPD members of the Towing Advisory Board:

Captain Brett Butler
Sergeant Paula Brockenborough
Detective Kyle O'Keefe

Please let me know when you can – I am going to ask the County Board to swap [REDACTED] in and Tom out, but I wanted to confirm that there were no other changes.

Thanks,
Brian

From: Thomas Rakowski
Sent: Tuesday, May 10, 2016 1:47 PM
To: Brian Stout <Bstout@arlingtonva.us>
Cc: Kyle O'Keefe <Kokeefe@arlingtonva.us>
Subject: Introducing our newest Towing Advisory Board Member

Brian,

I'm CC'ing Kyle O'Keefe, the new Hack Inspector so you will have his email.

Kyle you will be on the Towing Advisory Board which Brian is in charge of. Brian works in the County Manager's Office and is the lead person on towing issues.

Also, Brian, when you find out, can you forward me the case number on your friend's accident?

Thanks!

Tom

Detective Tom Rakowski
ACPD #1049
Hack and Licensing Detective
Arlington County Police Department
703-228-4255
trakow@arlingtonva.us

Brian Stout

From: Brian Stout
Sent: Tuesday, May 17, 2016 4:06 PM
To: [REDACTED]
Subject: RE: Are you going to be in the County building this week?

Perfect. We will call you at your office. Talk to you tomorrow.

From: [REDACTED]
Sent: Tuesday, May 17, 2016 11:16 AM
To: Brian Stout <Bstout@arlingtonva.us>
Subject: RE: Are you going to be in the County building this week?

Let's do the call 4 – 4:30 on Wed. putting it on my calendar

From: Brian Stout [<mailto:Bstout@arlingtonva.us>]
Sent: Tuesday, May 17, 2016 11:00 AM
To: [REDACTED]
Subject: RE: Are you going to be in the County building this week?

Thanks [REDACTED]. My Wednesday afternoon is a bit busy until 4 – would you prefer to do a quick 30 minute call Wednesday, May 18th from 4-4:30 or on Thursday from 1:30-2:00?

From: [REDACTED]
Sent: Monday, May 16, 2016 5:22 PM
To: Brian Stout <Bstout@arlingtonva.us>
Subject: RE: Are you going to be in the County building this week?

Brian – thanks for this.
I'm here all week. Tomorrow is busy – so Tuesday is out.
I have a meeting Wednesday morning but open Wednesday afternoon. I also have an 11am meeting on Thursday and on at 3:30pm.

From: Brian Stout [<mailto:Bstout@arlingtonva.us>]
Sent: Monday, May 16, 2016 5:16 PM
To: [REDACTED]
Subject: Are you going to be in the County building this week?

[REDACTED] – My apologies for not getting back with you on Friday. Are you going to be around the County building at all this week? I wanted to see if we could sit down together briefly to firm up the Towing Advisory Board process (attached here for your reference) and so that I could introduce you to Angie de la Barrera from DES who is going to be working with us on the towing ordinance changes this year. Angie has great experience as the County's taxicab regulator and I am excited that she is going to be working with us on this.

Brian Stout

Subject: Conference Call with [REDACTED] - Towing Advisory Board Process/Schedule
Location: My office

Start: Wed 05/18/2016 4:00 PM
End: Wed 05/18/2016 4:30 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Brian Stout
Required Attendees: Angie de la Barrera

Let me know if you want to call in separately – I can get a conference call line if so.

Brian Stout

From: Liza Hodskins
Sent: Wednesday, May 18, 2016 11:53 AM
To: Brian Stout
Subject: RE: Towing Advisory Board Appointment - for tomorrow's carryover meeting

OK, I'll put it on the list. Do call me, tho, if I don't answer a message that needs me to do something. The volume of emails can be overwhelming and I can miss something. Thanks!

From: Brian Stout
Sent: Wednesday, May 18, 2016 11:27 AM
To: Liza Hodskins <Lhodskins@arlingtonva.us>
Subject: RE: Towing Advisory Board Appointment - for tomorrow's carryover meeting

No worries Liza. Next month is fine. The change occurred on Friday at ACPD and I can pull Kyle in prior to the appointment.

Thanks.

From: Liza Hodskins
Sent: Wednesday, May 18, 2016 10:18 AM
To: Brian Stout <Bstout@arlingtonva.us>
Subject: RE: Towing Advisory Board Appointment - for tomorrow's carryover meeting

Sorry, Brian,

I was out Monday and did not see this till too late. In cases like this, please call me or make sure I get back to you if it's something time sensitive and I don't reply.

Can it wait till next month, or do they need to be done at a different session this month (which we prefer not to do)?

From: Brian Stout
Sent: Monday, May 16, 2016 11:56 AM
To: Liza Hodskins <Lhodskins@arlingtonva.us>
Subject: Towing Advisory Board Appointment - for tomorrow's carryover meeting
Importance: High

Liza,

We need to make the following change on the Trespass Towing Advisory Board at tomorrow's carryover meeting due to promotions at ACPD. Please let me know if you have any questions.

Thanks,
Brian

Remove
Detective Tom Rakowski, voting member

Brian Stout

From: Brian Stout
Sent: Thursday, May 19, 2016 4:22 PM
To: Kevin Black; Angie de la Barrera
Subject: Towing Ordinance Suggested Changes - DRAFT
Attachments: Chapter 14 3 - TOWING STORAGE - 2016 Staff Amendments DRAFT- 5.19.16.doc

Kevin and Angie,

Attached are the draft suggested changes. I will also share this via Sharepoint in case you use it. I'm looking forward to meeting next week to discuss.

Thanks,
Brian

*Brian Stout
Federal Liaison
Arlington County
2100 Clarendon Boulevard
Suite 302
Arlington, VA 22201
p: (703) 228-0577
m: (571) 289-5921
bstout@arlingtonva.us*

Brian Stout

From: Angie de la Barrera
Sent: Thursday, May 26, 2016 3:06 PM
To: Kyle O'Keefe; Brian Stout
Subject: FW: Towing Ordinance Suggested Changes - DRAFT
Attachments: Chapter 14 3 - TOWING STORAGE - 2016 Staff Amendments DRAFT - 5.19.16.doc

Kyle – attached please find the draft ordinance.

Brian – I just had a meeting with Kyle regarding taxis and told him about the towing ordinance. I have invited him to the meeting with Kevin next week. Should he also be at the one with Jay Fisette?

Thanks,
angie

From: Brian Stout
Sent: Thursday, May 19, 2016 4:22 PM
To: Kevin P. Black <kblack@arlingtonva.us>; Angie de la Barrera <Adelabarrera@arlingtonva.us>
Subject: Towing Ordinance Suggested Changes - DRAFT

Kevin and Angie,

Attached are the draft suggested changes. I will also share this via Sharepoint in case you use it. I'm looking forward to meeting next week to discuss.

Thanks,
Brian

*Brian Stout
Federal Liaison
Arlington County
2100 Clarendon Boulevard
Suite 302
Arlington, VA 22201
p: (703) 228-0577
m: (571) 289-5921
bstout@arlingtonva.us*

Brian Stout

Subject: Towing Advisory Board Webpage
Location: One of the Comms tables?

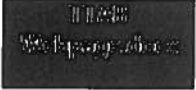
Start: Wed 06/01/2016 2:00 PM
End: Wed 06/01/2016 2:30 PM
Show Time As: Tentative

Recurrence: (none)

Organizer: Brian Stout
Required Attendees: Maureen Dilg

Hey Maureen – I was late in following up with you on this. I have pulled together some information in the attached.

TTAB Webpage.docx



Brian Stout

From: [REDACTED]
Sent: Friday, June 03, 2016 4:26 PM
To: Jay Fissette; Brian Stout
Cc: Liza Hodskins
Subject: Second-signature Proposal

Good Afternoon Mr. Fissette and Mr Stout,

It was a pleasure meeting you both yesterday during our meeting; I hope I was able to provide you with some helpful information. If you know when the Towing Advisory Committee is scheduled to meet next please let me know, I would be interested in attending their meeting.

I truly enjoyed our meeting the other day though. I am encouraged to hear that the rest of the Board seems to support Mr. Fissette's second-signature proposal when it comes to predatory towing practices.

As we discussed in the meeting, I feel that our company could help facilitate the implementation of Mr. Fissette's proposal should it be passed. There seems to be a particular problem with commercial properties when it comes to predatory towing practices, and since commercial properties like shopping centers rarely have on-site property managers present when vehicles are towed, it could be beneficial to have someone else such as a security officer on-site to provide the second signature before a vehicle is towed instead.

Thank you again for your time yesterday, I sincerely appreciate the opportunity to meet with you all. If I can be of any further assistance please let me know. I look forward to the second-signature proposal passing soon.

Sincerely,

[REDACTED]

Brian Stout

From: Brian Stout
Sent: Monday, June 06, 2016 2:34 PM
To: Angie de la Barrera
Subject: FW: Arlington County Trespass Towing Advisory Board
Attachments: Arlington County Trespass Towing Advisory Board

Brian Stout

From: Brian Stout
Sent: Monday, June 06, 2016 3:35 PM
To: Maureen Dilg; Angie de la Barrera
Subject: Trespass Towing Advisory Board Webpage
Attachments: TTAB Webpage.docx

Maureen – thanks for talking to me about this and for your help. Attached, as discussed, is the draft webpage information for the Trespass Towing Advisory Board. I will rely on your judgement and expertise, so feel free to adjust as you see fit. In addition to what is included here, I would like to make sure that this links to the Towing Webpage, that people can provide comments through the website and that we have a way for people to sign up for email updates. The email address already exists - cmotow@arlingtonva.us

I am copying Angie on this as she is helping me (saving me) on this. Please let us know if you have any questions.

Thanks again!

Brian Stout
Federal Liaison
Arlington County
2100 Clarendon Boulevard
Suite 302
Arlington, VA 22201
p: (703) 228-0577
m: (571) 289-5921
bstout@arlingtonva.us

Brian Stout

From: CountyBoard
Sent: Thursday, July 30, 2015 3:22 PM
To: [REDACTED]
Cc: Brian Stout; Liza Hodskins
Subject: Advisory Board on Trespass Vehicle Towing
Attachments: 7-21-15 Trespass Vehicle towing.pdf; Charge - Trespass Vehicle Towing (revised 7-24-12).doc; Advisory Group Handbook 2015.pdf

[REDACTED]

Dear [REDACTED]

At its July 21, 2015 Recessed Meeting, the County Board reappointed you to the Advisory Board on Trespass Vehicle Towing for a term ending July 31, 2018.

Attached are a membership roster and the Board-adopted charge for your group. Also included is a copy of the Advisory Group Handbook. Additionally, we ask that you read and become familiar with the provisions of the Virginia Freedom of Information Act at <https://commonwealth.virginia.gov/applications/conflict-of-interest/>, which applies to citizen advisory groups.

We are grateful for your contributions in the past and look forward to working with you on issues affecting the future of the County. Should you have questions, please contact the staff coordinator for your Commission (copied on this email).

Sincerely,

Mary Hynes
Chair

Attachment

c: Staff Coordinator
Advisory Group Chairman

Brian Stout

From: CountyBoard
Sent: Thursday, July 30, 2015 3:14 PM
To: [REDACTED]
Cc: Brian Stout; Liza Hodskins
Subject: Advisory Board on Trespass Vehicle Towing
Attachments: 7-21-15 Trespass Vehicle towing.pdf; Charge - Trespass Vehicle Towing (revised 7-24-12).doc; Advisory Group Handbook 2015.pdf

[REDACTED]

Dear [REDACTED]

At its July 21, 2015 Recessed Meeting, the County Board reappointed you to the Advisory Board on Trespass Vehicle Towing for a term ending July 31, 2018.

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Sincerely,

Mary Hynes
Chair

Attachment

c: Staff Coordinator
Advisory Group Chairman

Brian Stout

From: CountyBoard
Sent: Thursday, July 30, 2015 3:02 PM
To: [REDACTED]
Cc: Brian Stout; Liza Hodskins
Subject: Advisory Board on Trespass Vehicle Towing
Attachments: 7-21-15 Trespass Vehicle towing.pdf; Charge - Trespass Vehicle Towing (revised 7-24-12).doc; Advisory Group Handbook 2015.pdf

[REDACTED]

Dear [REDACTED]:

At its July 21, 2015 Recessed Meeting, the County Board reappointed you to the Advisory Board on Trespass Vehicle Towing for a term ending July 31, 2018.

Attached are a membership roster and the Board-adopted charge for your group. Also included is a copy of the Advisory Group Handbook. Additionally, we ask that you read and become familiar with the provisions of the Virginia Freedom of Information Act at <https://commonwealth.virginia.gov/applications/conflict-of-interest/>, which applies to citizen advisory groups.

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Sincerely,

Mary Hynes
Chair

Attachment

c: Staff Coordinator
Advisory Group Chairman

Brian Stout

From: CountyBoard
Sent: Thursday, July 30, 2015 2:57 PM
To: [REDACTED]
Cc: Brian Stout; Liza Hodskins
Subject: Advisory Board on Trespass Vehicle Towing
Attachments: 7-21-15 Trespass Vehicle towing.pdf; Charge - Trespass Vehicle Towing (revised 7-24-12).doc; Advisory Group Handbook 2015.pdf

[REDACTED]

Dear [REDACTED]:

At its July 21, 2015 Recessed Meeting, the County Board reappointed you to the Advisory Board on Trespass Vehicle Towing for a term ending July 31, 2018.

Attached are a membership roster and the Board-adopted charge for your group. Also included is a copy of the Advisory Group Handbook. Additionally, we ask that you read and become familiar with the provisions of the Virginia Freedom of Information Act at <https://commonwealth.virginia.gov/applications/conflict-of-interest/>, which applies to citizen advisory groups.

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Sincerely,

Mary Hynes
Chair

Attachment

c: Staff Coordinator
Advisory Group Chairman

Brian Stout

From: CountyBoard
Sent: Thursday, July 30, 2015 10:20 AM
To: [REDACTED]
Cc: Brian Stout; Liza Hodskins
Subject: Advisory Board on Trespass Vehicle Towing
Attachments: 7-21-15 Trespass Vehicle towing.pdf; Charge - Trespass Vehicle Towing (revised 7-24-12).doc; Advisory Group Handbook 2015.pdf

[REDACTED]

Dear [REDACTED]

At its July 21, 2015 Recessed Meeting, the County Board appointed you to the Advisory Board on Trespass Vehicle Towing for a term ending July 31, 2018.

Attached are a membership roster and the Board-adopted charge for your group. For your information, we have included a copy of the Advisory Group Handbook. Additionally, we ask that you read and become familiar with the provisions of the Virginia Freedom of Information Act at <https://commonwealth.virginia.gov/applications/conflict-of-interest/>, which applies to citizen advisory groups.

We are grateful for your contributions and look forward to working with you on issues affecting the future of the County. Should you have questions, please contact the staff coordinator for your Commission (copied on this email).

Sincerely,

Mary Hynes
Chair

Attachment

c: Staff Coordinator
Advisory Group Chairman

Brian Stout

From: CountyBoard
Sent: Thursday, July 30, 2015 10:11 AM
To: Paula Brockenborough
Cc: Brian Stout; Liza Hodskins
Subject: Advisory Board on Trespass Vehicle Towing
Attachments: 7-21-15 Trespass Vehicle towing.pdf; Charge - Trespass Vehicle Towing (revised 7-24-12).doc; Advisory Group Handbook 2015.pdf

Sergeant Paula Brockenborough
pbrockenborough@arlingtonva.us

Dear Sergeant Brockenborough:

At its July 21, 2015 Recessed Meeting, the County Board appointed you to the Advisory Board on Trespass Vehicle Towing for a term ending July 31, 2018.

Attached are a membership roster and the Board-adopted charge for your group. For your information, we have included a copy of the Advisory Group Handbook. Additionally, we ask that you read and become familiar with the provisions of the Virginia Freedom of Information Act at <https://commonwealth.virginia.gov/applications/conflict-of-interest/>, which applies to citizen advisory groups.

We are grateful for your contributions and look forward to working with you on issues affecting the future of the County. Should you have questions, please contact the staff coordinator for your Commission (copied on this email).

Sincerely,

Mary Hynes
Chair

Attachment

c: Staff Coordinator
Advisory Group Chairman

Brian Stout

From: CountyBoard
Sent: Thursday, July 30, 2015 3:36 PM
To: [REDACTED]
Cc: Brian Stout; Liza Hodskins
Subject: Advisory Board on Trespass Vehicle Towing
Attachments: 7-21-15 Trespass Vehicle towing.pdf; Charge - Trespass Vehicle Towing (revised 7-24-12).doc; Advisory Group Handbook 2015.pdf

[REDACTED]

Dear [REDACTED]:

At its July 21, 2015 Recessed Meeting, the County Board reappointed you to the Advisory Board on Trespass Vehicle Towing for a term ending July 31, 2018.

Attached are a membership roster and the Board-adopted charge for your group. Also included is a copy of the Advisory Group Handbook. Additionally, we ask that you read and become familiar with the provisions of the Virginia Freedom of Information Act at <https://commonwealth.virginia.gov/applications/conflict-of-interest/>, which applies to citizen advisory groups.

We are grateful for your contributions in the past and look forward to working with you on issues affecting the future of the County. Should you have questions, please contact the staff coordinator for your Commission (copied on this email).

Sincerely,

Mary Hynes
Chair

Attachment

c: Staff Coordinator
Advisory Group Chairman

Brian Stout

From: CountyBoard
Sent: Thursday, July 30, 2015 3:34 PM
To: trakowski@arlingtonva.us
Cc: Brian Stout; Liza Hodskins
Subject: Advisory Board on Trespass Vehicle Towing
Attachments: 7-21-15 Trespass Vehicle towing.pdf; Charge - Trespass Vehicle Towing (revised 7-24-12).doc; Advisory Group Handbook 2015.pdf

Detective Thomas Rakowski
trakowski@arlingtonva.us

Dear Detective Rakowski:

At its July 21, 2015 Recessed Meeting, the County Board reappointed you to the Advisory Board on Trespass Vehicle Towing for a term ending July 31, 2018.

Attached are a membership roster and the Board-adopted charge for your group. Also included is a copy of the Advisory Group Handbook. Additionally, we ask that you read and become familiar with the provisions of the Virginia Freedom of Information Act at <https://commonwealth.virginia.gov/applications/conflict-of-interest/>, which applies to citizen advisory groups.

We are grateful for your contributions in the past and look forward to working with you on issues affecting the future of the County. Should you have questions, please contact the staff coordinator for your Commission (copied on this email).

Sincerely,

Mary Hynes
Chair

Attachment

c: Staff Coordinator
Advisory Group Chairman

Brian Stout

From: Brian Stout
Sent: Thursday, June 09, 2016 4:07 PM
To: Maureen Dilg
Subject: quick check-in on 2 webpages
Attachments: MWAA Presentation - April 2016.pdf

Hey Maureen. I have been out a bit and therefore hadn't checked back with you yet on the Towing Advisory Board webpage. Is it ready to go? I am giving Mark Schwartz a copy of the ordinance draft tonight for his review, and assuming he is comfortable with it, we will be ready to go live with the webpage tomorrow. I would like to have it up so that we can point to it and have residents provide feedback and comments online.

Also, John Vihstadt requested that we add the attached document to the aircraft noise webpage below – I believe the related documents section would be the place, but I will defer to your judgement.

Thanks for the help!

<https://departments.arlingtonva.us/cmo/airport-noise/>

Brian Stout
Federal Liaison
Arlington County
2100 Clarendon Boulevard
Suite 302
Arlington, VA 22201
p: (703) 228-0577
m: (571) 289-5921
[*bstout@arlingtonva.us*](mailto:bstout@arlingtonva.us)

***** The purpose of the Advisory Board Meeting is for the TTAB to receive an update from County staff and a staff proposal for ordinance changes. In addition, TTAB members may offer additional amendments or areas for discussion. There will be no votes taken on ordinance changes at this meeting. The purpose of the public hearing is for the TTAB to receive general public comment on all aspects of trespass towing in Arlington County and specific comments on the ordinance changes before the TTAB. The public hearing will be recorded and will start no earlier than 7:30 p.m. *****

**Advisory Board Meeting
Wednesday, July 14, 2016, 7:00 p.m. – 9:00 p.m.
2100 Clarendon Boulevard
County Manager's Office
Suite 302A
Arlington, VA 22201**

Later this week we will be sending along additional information for your review prior to our meeting, including a staff draft of ordinance recommendations for your review and consideration, a link to the TTAB's new webpage, which will contain useful background information, and other data. Please let me know if there is any additional information that you are interested in receiving and we will work to accommodate those requests in advance of the meeting.

Please RSVP for both meetings so that we know you will be in attendance. Thank you again for agreeing to serve. We look forward to seeing you soon and to a great discussion this year.

Sincerely,
Brian Stout

Wednesday, July 14, 2016, 7:00 p.m. – 9:00 p.m.
2100 Clarendon Boulevard
County Manager's Office
Suite 302A
Arlington, VA 22201

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Please RSVP for both meetings so that we know you will be in attendance. Thank you again for agreeing to serve. We look forward to seeing you soon and to a great discussion this year.

Sincerely,
Brian Stout

After the speakers the matter would be with the TTAB and we could have some discussion and discuss next steps. How does that sound?
You could run this past some of the CM folks and Jay.
nance

From: Brian Stout [<mailto:Bstout@arlingtonva.us>]
Sent: Wednesday, June 08, 2016 9:35 AM
To: Angie de la Barrera <Adelabarrera@arlingtonva.us>
Cc: [REDACTED]
Subject: Re: Towing Update

[REDACTED]

We have the Board room from 6-9 and we could therefore handle this in any way you see fit. My thoughts are that since all meetings are public, you could gavel in the TTAB mtg, have that, then close that meeting and open the public hearing. We could decide on a specific time, a no earlier than, similar to the County Board, for that public hearing. You actually have more experience with this than I do and are the Chair, so let me know if another route is preferable.

Finally, though not desirable, we could move dates back a bit. We could use 6/23 as TTAB mtg #1, 7/14 for the public hearing, TTAB mtg #2 in early September and then CB consideration in October/November.

Let's plan on making a final decision today and then we will move out quickly to make it happen. We are close to finalizing the draft ordinance changes, the new webpage, etc and will therefore be able to meet any timeline.

Again, I apologize for the delays. I am out of the office again today and there will be points today where I am unavailable but let us know if it would be helpful to jump on a quick call.

Thanks,
Brian

On Jun 7, 2016, at 5:20 PM, Angie de la Barrera <Adelabarrera@arlingtonva.us> wrote:

Thanks [REDACTED] I understand your concerns. I don't have an answer to your questions right at this moment, but I will check if the Board room is available the entire time.

On Jun 7, 2016, at 3:59 PM, [REDACTED] wrote:

Brian and Angie – So....given the time that has passed, there's really not much comment I can make.

How do you proposed we handle the evening of the June 23? Does TTAB meet in a room first to offer comment on the proposed staff draft and then adjourn and reconvene in the Board room?

Or do we meet in the Board room and have our discussion first, adjourn, have the public hearing?

Or do we just have one agenda with staff presentation, discussion of draft and then public speakers?

[REDACTED]

Brian Stout

From: Brian Stout
Sent: Thursday, June 09, 2016 4:10 PM
To: [REDACTED] Angie de la Barrera; [REDACTED]
[REDACTED] Kyle O'Keefe; [REDACTED]
Subject: Paula Brockenborough
Arlington County Trespass Towing Advisory Board - 2016 Schedule - First meeting 6/23
Importance: High

Members of the TTAB,

Thank you again for agreeing to serve on the Arlington County Board's Trespass Towing Advisory Board. This email is to provide you with a number of important updates, including the schedule for upcoming meetings and Advisory Board consideration of the County's Towing Ordinance.

First, I would like to introduce all of you (electronically) to Angie de la Barrera, a member of the County's transportation planning staff who works on a number of local transportation and regulatory issues for the County, such as taxicabs, transportation network companies and others. Angie has been and will continue to provide valuable assistance to the County and the TTAB as we move through this process. For those of you who have not met Angie, I know that you will enjoy working with her. Angie is copied on this email and can be reached at Adelabarrera@arlingtonva.us or (703) 228-3141. Please include both Angie and I on any communications as we are serving as co-liaisons for the TTAB.

With regards to schedule, we are going to have a 2-step process this year for the Advisory Board, including for the first time a public hearing. The first meeting, on June 23rd, will include both a first meeting of the TTAB, beginning at 6:30 p.m., and then a public hearing to receive testimony from interested stakeholders and the general public regarding the towing ordinance and proposed staff amendments. County staff will also solicit input and feedback through the County's webpage and other means. County staff will then compile a report for the TTAB in advance of your meeting on July 14th that will serve as the business meeting where you will finalize your recommendations to the Arlington County Board.

The dates and location for the meetings are included below.

Upcoming Meetings

****All meetings of the TTAB are open to the public****

Advisory Board Meeting and Public Hearing
Thursday, June 23, 2016, 6:30 p.m. – 9:00 p.m.
2100 Clarendon Boulevard
County Board Room
3rd Floor
Arlington, VA 22201

***** The purpose of the Advisory Board Meeting is for the TTAB to receive an update from County staff and a staff proposal for ordinance changes. In addition, TTAB members may offer additional amendments or areas for discussion. There will be no votes taken on ordinance changes at this meeting. The purpose of the public hearing is for the TTAB to receive general public comment on all aspects of trespass towing in Arlington County and specific comments on the ordinance changes before the TTAB. The public hearing will be recorded and will start no earlier than 7:30 p.m. *****

Brian Stout

From: Brian Stout
Sent: Thursday, June 09, 2016 4:27 PM
To: Maureen Dilg
Subject: RE: quick check-in on 2 webpages

Great. Thanks. Let me know what you need from me.

From: Maureen Dilg
Sent: Thursday, June 09, 2016 4:27 PM
To: Brian Stout <Bstout@arlingtonva.us>
Subject: RE: quick check-in on 2 webpages

Hi-

I added the noise document to the related documents area.

Ryan's working on the Towing pages (we're doing some cross-training) and I don't think it will be ready tomorrow. He's about halfway done and Ryan and I both have busy schedules tomorrow. I'll see if we can have it ready by COB Monday, June 13 – sooner if possible.

Maureen

From: Brian Stout
Sent: Thursday, June 09, 2016 4:07 PM
To: Maureen Dilg <Mdilg@arlingtonva.us>
Subject: quick check-in on 2 webpages

Hey Maureen. I have been out a bit and therefore hadn't checked back with you yet on the Towing Advisory Board webpage. Is it ready to go? I am giving Mark Schwartz a copy of the ordinance draft tonight for his review, and assuming he is comfortable with it, we will be ready to go live with the webpage tomorrow. I would like to have it up so that we can point to it and have residents provide feedback and comments online.

Also, John Vihstadt requested that we add the attached document to the aircraft noise webpage below – I believe the related documents section would be the place, but I will defer to your judgement.

Thanks for the help!

<https://departments.arlingtonva.us/cmo/airport-noise/>

*Brian Stout
Federal Liaison
Arlington County
2100 Clarendon Boulevard
Suite 302
Arlington, VA 22201
p: (703) 228-0577*

Brian Stout

From: Brian Stout
Sent: Thursday, June 09, 2016 4:31 PM
To: Angie de la Barrera
Subject: FW: quick check-in on 2 webpages

I was doing this too quickly – meant to copy you ref status of the webpage.

From: Maureen Dilg
Sent: Thursday, June 09, 2016 4:27 PM
To: Brian Stout <Bstout@arlingtonva.us>
Subject: RE: quick check-in on 2 webpages

Hi-

I added the noise document to the related documents area.

Ryan's working on the Towing pages (we're doing some cross-training) and I don't think it will be ready tomorrow. He's about halfway done and Ryan and I both have busy schedules tomorrow. I'll see if we can have it ready by COB Monday, June 13 – sooner if possible.

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From: Brian Stout
Sent: Thursday, June 09, 2016 4:07 PM
To: Maureen Dilg <Mdilg@arlingtonva.us>
Subject: quick check-in on 2 webpages

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*Brian Stout
Federal Liaison
Arlington County
2100 Clarendon Boulevard
Suite 302
Arlington, VA 22201
p: (703) 228-0577*

Brian Stout

From: [REDACTED]
Sent: Thursday, June 09, 2016 5:50 PM
To: Patricia Carroll; Brian Stout
Cc: [REDACTED]
Subject: Fwd: Arlington County Trespass Towing Advisory Board - 2016 Schedule - First meeting 6/23

Hi Brian and Pat,

[REDACTED] forwarded the following email to me. It would be very helpful if you could share an agenda and any draft materials you expect the Trespass Towing Advisory Board to consider on June 23rd.

[REDACTED] wants to work with the County to resolve any consumer related issues around towing procedures. As you know, the sooner conversations can commence and issues identified, it will become easier to craft compromises.

I copied [REDACTED] on this email.

----- Forwarded message -----

From: [REDACTED]
Date: Thu, Jun 9, 2016 at 4:20 PM
Subject: Fwd: Arlington County Trespass Towing Advisory Board - 2016 Schedule - First meeting 6/23
To: [REDACTED]

Here we go.

Sent from my iPhone

Begin forwarded message:

From: Brian Stout <Bstout@arlingtonva.us>

Date: June 9, 2016 at 4:09:41 PM EDT

To: [REDACTED]

[REDACTED] Angie de la Barrera <Adelabarrera@arlingtonva.us>

[REDACTED]
>, John
Kyle

[REDACTED] O'Keefe <Kokeefe@arlingtonva.us>

[REDACTED] Paula Brockenborough
<Pbrockenborough@arlingtonva.us>

Subject: Arlington County Trespass Towing Advisory Board - 2016 Schedule - First meeting 6/23

Members of the TTAB,

Arlington, VA 22201

***** The purpose of the Advisory Board Meeting is for the TTAB to receive an update from County staff and a staff proposal for ordinance changes. In addition, TTAB members may offer additional amendments or areas for discussion. There will be no votes taken on ordinance changes at this meeting. The purpose of the public hearing is for the TTAB to receive general public comment on all aspects of trespass towing in Arlington County and specific comments on the ordinance changes before the TTAB. The public hearing will be recorded and will start no earlier than 7:30 p.m. *****

Advisory Board Meeting

Wednesday, July 14, 2016, 7:00 p.m. – 9:00 p.m.

2100 Clarendon Boulevard

County Manager's Office

Suite 302A

Arlington, VA 22201

In the coming days we will be sending along additional information for your review prior to our meeting, including a staff draft of ordinance recommendations for your review and consideration, a link to the TTAB's new webpage, which will contain useful background information, and other data. Please let me know if there is any additional information that you are interested in receiving and we will work to accommodate those requests in advance of the meeting.

Please RSVP for both meetings so that we know you will be in attendance. Thank you again for agreeing to serve. We look forward to seeing you soon and to a great discussion this year.

Sincerely,

Brian Stout

Brian Stout

From: [REDACTED]
Sent: Thursday, June 09, 2016 6:05 PM
To: CMOfoia
Cc: Jay Fisetle; Brian Stout; [REDACTED]
Subject: FOIA Request

On behalf of the Northern Virginia Towing Coalition I am requesting under the virginia freedom of information act:

1. Any and all documents , agenda items and working papers related to the June, 23 2016 Arlington county towing advisory board meeting. This includes all documents from the police Department, executive staff and county board members.
2. Arlington county regulations regarding rules and conduct during board appointed / sanctioned meetings.
3. Names of the chairman, vice chairman, Secretray of the Arlington county trespass tow board. Date they were elected and term.
4. The current appointees to the Arlington county towing advisory board and their positions. Dates and terms of their appointments. Date and board item proving that they have been reappointed and that all appointees are appropriately seated.
5. Dates, time, agenda and meeting minutes of the last five towing advisory board meetings.
6. Names and contact information of the staff member assigned to represent the Arlington county board, police Department and any other agencies to the Arlington towing advisory board.
7. Name and contact information of the Arlington county attorney's office responsible for towing issues and or staff guidance / operations for Arlington county towing advisory board meetings.
8. All email, mail or any other correspondence between mr. Jay Fisetle and mr. Brian stout regarding towing related issues in the last year.
9. All email, mail or any other correspondence between mr. Jay Fisetle and the police Department regarding towing related issues in the last year.

Thank you and if you have any questions please feel free to contact me or [REDACTED] with the [REDACTED]
[REDACTED]

Sincerely,
[REDACTED]

Brian Stout

From: Brian Stout
Sent: Wednesday, June 08, 2016 9:35 AM
To: Angie de la Barrera
Cc: [REDACTED]
Subject: Re: Towing Update

[REDACTED]

We have the Board room from 6-9 and we could therefore handle this in any way you see fit. My thoughts are that since all meetings are public, you could gavel in the TTAB mtg, have that, then close that meeting and open the public hearing. We could decide on a specific time, a no earlier than, similar to the County Board, for that public hearing. You actually have more experience with this than I do and are the Chair, so let me know if another route is preferable.

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Again, I apologize for the delays. I am out of the office again today and there will be points today where I am unavailable but let us know if it would be helpful to jump on a quick call.

Thanks,
Brian

On Jun 7, 2016, at 5:20 PM, Angie de la Barrera <Adelabarrera@arlingtonva.us> wrote:

Thanks [REDACTED] I understand your concerns. I don't have an answer to your questions right at this moment, but I will check if the Board room is available the entire time.

On Jun 7, 2016, at 3:59 PM [REDACTED] wrote:

Brian and Angie – So....given the time that has passed, there's really not much comment I can make.

How do you proposed we handle the evening of the June 23? Does TTAB meet in a room first to offer comment on the proposed staff draft and then adjourn and reconvene in the Board room?

Or do we meet in the Board room and have our discussion first, adjourn, have the public hearing?

Or do we just have one agenda with staff presentation, discussion of draft and then public speakers?

[REDACTED]

From: Brian Stout [<mailto:Bstout@arlingtonva.us>]
Sent: Monday, June 06, 2016 4:31 PM
To: [REDACTED]
Cc: Angie de la Barrera <Adelabarrera@arlingtonva.us>
Subject: Towing Update

Brian Stout

From: Angie de la Barrera
Sent: Monday, June 06, 2016 4:27 PM
To: [REDACTED]
Cc: Brian Stout
Subject: data request
Attachments: Annual Towing Data - All Tows.xlsx

Nice chatting with you [REDACTED]

Attached please find the table. Each record is a different towing. Fields F, G, H and I are incomplete. Don't worry about the name of the property. We would just need to get if the property is Residential, Commercial or Mix (retail bottom and commercial on top), as you said.

Then, I would need three heat maps for each classification: residential, commercial and mix.

Let me know if you have any questions.

Thanks so much,
angie

Brian Stout

From: Angie de la Barrera
Sent: Tuesday, June 07, 2016 3:42 PM
To: Kevin P. Black
Cc: Brian Stout; Kyle O'Keefe
Subject: Towing ordinance

Kevin - just keeping in your radar the towing ordinance. We need to send it to Mark soon.
¡Gracias!

Adelabarrera@arlingtonva.us

(703) 228-3141

Brian Stout

Federal Liaison

Arlington County

2100 Clarendon Boulevard

Suite 302

Arlington, VA 22201

p: (703) 228-0577

m: (571) 289-5921

[*bstout@arlingtonva.us*](mailto:bstout@arlingtonva.us)

Brian Stout

From: Brian Stout
Sent: Wednesday, June 08, 2016 9:42 AM
To: Lynne Porfiri
Subject: Re: Towing Ordinance

Thanks - sounds good. I definitely want to explore the Mayo options with you guys and I will have more information tomorrow.

On the work side, things will also be more clear to me after today so I can provide more information to you so that I/we can manage things a little better. Sorry that it has been so fluid.

Sounds good on the Boathouse - do you have details on the mtg? I was not able to attend the Libby/[REDACTED]/Friends of TRI mtg last week via email, but I let Libby and Angela know that morning when my doctor kept me for further testing. It was an intro mtg for TRI and [REDACTED] so I did not think it required CMO coverage otherwise I would have asked someone else to attend. Originally the BID and TRI were just going to meet but Libby wanted to attend/host. Was there another meeting?

Sorry if there was an issue with that.

On Jun 8, 2016, at 9:29 AM, Lynne Porfiri <Lporfiri@arlingtonva.us> wrote:

Thanks for letting me know. I hope you're getting some answers. I have some information on Mayo Clinic, too.

I'm going to schedule a meeting with you, Angie & I. Let's get her to help with the boat yard business/Friends of [REDACTED] What do you think? I heard you missed a meeting with Parks and the guy from Friends. So, let's get a back up to cover this issue. Based on the little bit Mark gave me, I think Angie can handle this, if needed. You need to focus on your health.

Many thanks, L

From: Brian Stout
Sent: Wednesday, June 08, 2016 9:24 AM
To: Angie de la Barrera <Adelabarrera@arlingtonva.us>
Cc: Lynne Porfiri <Lporfiri@arlingtonva.us>
Subject: Re: Towing Ordinance

Thank you both. I am out again today for some follow-ups to my appointment yesterday, but I will definitely be back in the office tomorrow. I have a school meeting from 9-10 tomorrow and will be into the office afterwards.

I will be spot checking email at various points and responding as necessary, but Please give me a call today if you need anything.

Brian

On Jun 8, 2016, at 9:07 AM, Angie de la Barrera <Adelabarrera@arlingtonva.us> wrote:

That is correct.

Redacted - Attorney-Client Privilege