**Pulaski Tow Yard**

Regarding Chairman Costello’s request to resume public facing service at the Pulaski Impound Lot, please refer to the attached documents.  The use of the attached documents for crafting a comprehensive response are described below:

**Short-Term Plan**

* *Trailer\_Customer Set up.pptx* – Exhibits our intent to stage customers for service and secure the area around the trailer once grounded.
* *Pulaski Facility - Temporary Customer Facing Plan.pdf* – Exhibits detailed placement of staff, equipment, and resources to support public-facing customer service from the trailer.  Exhibits retrofitted decking and trailer (ADA Compliant) modifications to properly service customers through window stations.  Lists additional needs for short term operational efficiency.
* *Information Flyer\_Trailer Handout\_Online Bill Pay2.pdf* – Exhibits handout given to ‘walk-in’ customers to properly inform of the necessary documents needed for vehicle retrieval

**Long-Term Plan**

* *ARPA Application – Towing 08212021 R1.1\_at.docx* – Provides full context of the plight of the Towing Division. Provides detailed proposal for site and facility rehabilitation that fosters continued use of the existing location.

It should be noted that Councilman James Torrence recommended the use of Air-Conditioned tents from OEM.  If available, we could consider for use when customers are waiting to be serviced.  This could be incorporated into the short-term solution.