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INTER-AGENCY TOW TRUCK TASK FORCE

KEITH T. KERMAN

NYC fleet agencies operate 340 in-house tow trucks as well as using contract towing through DCAS and other agencies. The fleet includes flatbed tow trucks, light duty wreckers, heavy duty wreckers, and even some units designed to push equipment out of the way called tug pushers. Nine agencies operate towing equipment with half the units at NYPD, followed by DSNY and DOT.

In normal daily operations, these units are used to move illegally parked vehicles, transport equipment to be used around the City, and rescue out of service vehicles. In the last five years, City agencies have also teamed up through NYCEM to work together on towing issues caused by major storm events. During Hurricane Sandy, over 3,000 damaged private vehicles, City vehicles, and boats needed to be towed out of impacted areas to enable emergency response.

More recently, the major snowfall during Winter Storm Jonas in late January 2016 led to ambulances, vans, and private vehicles getting stuck in snow banks citywide.

To address these tow emergencies, NYCEM, DSNY, FDNY, NYPD, DOT and DCAS participate in a citywide emergency tow truck task force (TTTF). Working together at OEM, the task force agencies coordinate public and private tow resources to free critical units as quickly as possible. Many of these tow jobs also require multiple types of equipment assets, especially during a large storm such as Jonas when 192 emergency tow jobs were addressed.

Hopefully this weekend will mark the last snow event of the season. Before the focus turns to coastal storms, we wanted to recognize and thank all the agencies and staff that have supported the citywide tow truck effort.

FLEET SPOTLIGHT: JACQUELINE HALL-PALMER OF DHS

MAHANTH S. JOISHY

The Department of Homeless Services (DHS) is responsible for providing shelter, preventative services, and other assistance nightly and year-round for the most vulnerable New Yorkers. Like every fleet agency, DHS relies on its vehicles to help maintain facilities, transport staff, and deliver supplies in support of this important mission. This week for Women's History Month we are spotlighting Jacqueline Hall-Palmer, the only female Motor Vehicle Operator (MVO) Supervisor at DHS, who helps coordinate the work of 60 MVOs and Laborers that keep the DHS fleet running.

Jacqueline started her City career with NYPD, where she worked on administrative and customer service duties at the Brooklyn Navy Yard Tow Pound. After three years she opted to get out on the road, and joined DHS as an MVO in 2001. Jacqueline was promoted to her current position in 2009, and performs duties including the collection and entry of trip tickets, entering collision documents and data into the CRASH module of NYC Fleet Focus, and vehicle dispatch. She also helped re-organize various fleet staff and functions into a centrally managed unit.

Jacqueline graduated from college at New Rochelle, and holds a Master's from Metropolitan College. She was born and raised in Aylesburg, England but has made New York City her permanent home. Jacqueline has two daughters. Chandler is already studying at Cornell University at just 16 years of age, and Ferrian is a teacher at Achievement First Charter School. Congratulations and thanks to Jacqueline.

