

**Board of Towing and Recovery Operators**  
**Joint Compliance and Consumer Affairs and Administrative Affairs Committee**  
**Meeting**  
**January 27, 2010, 1:00 p.m.**  
**Virginia Dept. of State Police**  
**7700 Midlothian Turnpike**  
**Richmond, VA 23235**  
**Police Academy Rm. 219**

**Draft Minutes**

**Members Present:**

Charles Brown – Chairman on behalf of joint committees  
Woody Herring – Chairman of Administrative Affairs Committee  
Brock Cole – Designee of the Commissioner of the Department of Motor Vehicles  
Ken Mitchell  
Adan Rangel  
Ron Miner  
Roy Boswell  
Mark Sawyer

**Members Absent:**

Andres Alvarez – VDACS representative

**Staff Present:**

Marc Copeland  
Barbara Drudge  
Kara Corso

**Called to Order:**

Meeting was called to order at 1:03 p.m.

**Public Comment:**

There was no public comment.

**Discussions: Review Compliance Process**

The Committees reviewed and made changes to the draft policies and procedures for the Compliance Process which includes the Complaint Process, the Corrective Action Plan, and the Civil Penalty Assessment.

Chairman Brown requested a motion to incorporate all universal changes made to the policies and procedures, and to submit the final draft form of the policies and procedures to Board counsel and then to the Board for approval. Mr. Sawyers so moved and Mr. Mitchell seconded that motion. All were in favor.

**Additional Public Comment:**

Dave Reidenbach, of the Fairfax Department of Cable Communications and Consumer Protection, thanked the Committees for their interactivity with him in suggesting changes to the Compliance Process.

**Adjournment:**

Chairman Brown requested a motion to adjourn. Mark Sawyers so moved and Mr. Mitchell seconded that motion. All were in favor.

The meeting adjourned at 3:00 p.m.