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HOUSE BILL 577

57TH LEGISLATURE - STATE OF NEW MEXICO - FIRST SESSION, 2025

INTRODUCED BY
Jenifer Jones

AN ACT

RELATING TO TRANSPORTATION; CREATING THE TOWING SERVICES
OVERSIGHT AND ADVISORY BOARD; PROVIDING DUTIES.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF NEW MEXICO:

SECTION 1. [NEW MATERIAL] TOWING SERVICES OVERSIGHT AND
ADVISORY BOARD--CREATED--MEMBERSHIP--DUTIES.--

A. The "towing services oversight and advisory
board" is created in the department of transportation to
provide recommendations, oversight and regulatory guidance to
the department regarding the operations of licensed towing
services. The towing services oversight and advisory board
consists of twelve members, including six primary members and
six alternate members. One primary member and one alternate
member shall be from each of the six state transportation
commission districts.

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1 B. The towing services oversight and advisory board
2 shall:

3 (1) review and provide recommendations on
4 department of transportation policies, regulations and
5 procedures related to towing services;

6 (2) propose improvements to service standards
7 and compliance requirements;

8 (3) evaluate citizen complaints regarding
9 towing services and ensure that complaints are properly
10 investigated and resolved;

11 (4) facilitate mediation for towing-related
12 disputes arising between citizens and towing services;

13 (5) assess whether licensed towing services
14 are complying with state regulations and contractual
15 obligations;

16 (6) conduct audits and inspections as
17 necessary to verify compliance with industry standards;

18 (7) submit quarterly reports to the department
19 of transportation summarizing activities, findings, complaints,
20 resolutions, licensed towing services that are out of
21 compliance and recommendations;

22 (8) engage with state agencies, industry
23 associations and community representatives to promote
24 regulatory transparency and public awareness; and

25 (9) provide education to towing service

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1 providers and the public on towing regulations, consumer rights
2 and responsibilities.

3 C. The department of transportation shall seek,
4 interview, evaluate and select members of the towing services
5 oversight and advisory board. The department shall seek
6 candidates from stakeholders within the towing and
7 transportation industry, including towing service owners and
8 operators, industry associations and department of
9 transportation representatives. Members shall have
10 professional experience in towing operations, transportation
11 regulations, customer service, legal matters or community
12 advocacy.

13 D. Selections to the towing services oversight and
14 advisory board shall be made by January 1, 2026. The terms of
15 service of appointed members shall start on January 1, 2026.
16 The terms shall be three years, and the initial terms shall be
17 staggered so that the terms of three primary members and three
18 alternate members expire at the end of the initial two years
19 and the terms of the remaining members expire at the end of the
20 initial three years. The initial terms shall be selected by
21 random drawing.

22 E. The towing services oversight and advisory board
23 shall meet not less than quarterly at the call of the chair or
24 the secretary of transportation. A majority of the members
25 constitutes a quorum for the transaction of business, and the

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1 support of a majority of the quorum is required for adoption of
2 any action. Members of the advisory board shall select a chair
3 and vice chair from among its members.

4 F. Public members of the towing services oversight
5 and advisory board are entitled to receive per diem and mileage
6 as provided in the Per Diem and Mileage Act and shall receive
7 no other compensation, perquisite or allowance.

8 G. The department of transportation shall provide
9 staffing, resources, funding and administrative support
10 necessary for the operation of the towing services oversight
11 and advisory board.

12 SECTION 2. EFFECTIVE DATE.--The effective date of the
13 provisions of this act is July 1, 2025.