

HOUSE JUDICIARY COMMITTEE SUBSTITUTE FOR
HOUSE BILL 577

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

AN ACT

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

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

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

A. The "towing services advisory board" is created
in the department of transportation to provide recommendations
and regulatory guidance to the department regarding the
operations of licensed towing services. The towing services
advisory board consists of the following members: one
representative of the department of transportation, one
representative of law enforcement, six primary members who
shall be licensed professionals of the towing industry and six
alternate members. One primary member and one alternate member

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underscored material = new
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1 shall be from each of the six state transportation commission
2 districts. An alternate member shall serve in the absence of
3 the primary member of the same district.

4 B. The towing services advisory board shall:

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

8 (2) propose improvements to service standards
9 and compliance requirements;

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

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

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

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

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

24 (8) engage with state agencies, industry
25 associations and community representatives to promote

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1 regulatory transparency and public awareness; and

2 (9) provide education to towing service
3 providers and the public on towing regulations, consumer rights
4 and responsibilities.

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

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

23 E. The towing services advisory board shall meet
24 not less than quarterly at the call of the chair or the
25 secretary of transportation. A majority of the members

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

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

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

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