



Agenda Item #: \_\_\_\_\_

# Staff Report

## City of Manhattan Beach

**TO:** Honorable Mayor Ward and Members of the City Council

**THROUGH:** Geoff Dolan, City Manager

**FROM:** Bruce Moe, Finance Director  
Rod Uyeda, Police Chief  
Russell Morreale, Assistant Finance Director  
Gwen Eng, General Services Manager

**DATE:** September 19, 2006

**SUBJECT:** Award of Three-Year Towing and Storage Service Contract to Van Lingen Towing, Inc. for the Police Department

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### **RECOMMENDATION:**

Staff recommends that the City Council award RFP #690-06 to Van Lingen Towing, Inc. for a three-year contract to provide towing and vehicle storage services.

### **FISCAL IMPLICATION:**

The City expects to receive approximately \$90,000 in fiscal year 2006-2007 as a result of the \$75 Administrative fee<sup>1</sup> imposed for all vehicles towed under these contracts. This revenue amount is the same as last fiscal year's and the contractor submits this fee monthly (\$7,500/month).

### **BACKGROUND:**

The City currently contracts with two towing companies, Frank Scotto's Towing and Hisham's Towing, to provide towing and storage for vehicles that are impounded due to illegal parking, traffic accidents, arrest, stolen vehicles, and other assorted reasons. The City typically orders 100 tows per month. For fiscal year 2006-2007, this will result in approximately \$90,000 in revenue from the \$75 administrative fee that the contractor collects from the vehicle owner at the time of vehicle release.

### **DISCUSSION:**

Staff solicited proposals from five companies. Three responses were received and evaluated upon the following criteria: contractor's experience, facilities, use of technology, equipment condition and appearance, ability to meet the City's needs, employee training, fleet size, and number of drivers. The cost of towing and storage was not a primary consideration in the evaluation process because the rates are similar among all contractors. Therefore, staff concentrated on factors which are considered critical in selecting service providers who will represent the City well throughout the towing process, from proper damage-free vehicle handling to customer service at the time of vehicle pickup. Then, an

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<sup>1</sup> This fee is set forth in the City's Resolution of Fees.

evaluation team comprised of the Traffic Sergeant, Administrative Lieutenant, Parking and Animal Control Supervisor, a Police Officer, and the General Services Manager toured each of the three proposing contractors' facilities and interviewed the owner of each. The following table illustrates staff's assessment of each vendor:

		<u>Van Lingen's</u>	<u>Hisham's</u>	<u>Frank Scotto's</u>
Professional & secure facilities	Pass	Pass	Fail	
Existing tow truck fleet	Pass	Fail	Pass	
Organized vehicle retrieval system		Pass	Pass	Fail
Evidence storage		Pass	Pass	Fail
Up-to-date technology		Pass	Fail	Fail
References		Pass	Pass	Pass

Having completed the evaluation summarized above, staff recommends awarding the contract to Van Lingen Towing (VLT). VLT's ability to service the City with an existing fleet, clean and professional facilities, an organized retrieval system, secure facilities for crime scene investigations, references, and up-to-date technology, were all factors that weighed into their selection. VLT will be able to provide a superior level of service and improved response times by stationing multiple trucks within the City during peak towing times (6-8 a.m. and 3-7 p.m. Monday through Friday), and one truck within the City at all other times (this is a specified requirement for the primary contractor). The vendor also can accommodate special events coverage with access to three facilities, and an adequate supply of vehicles.

Although, Frank Scotto's Towing has been the primary vendor for many years, the City has experienced a marked decline in service most evident in inconsistent towing wait times. This service issue has remained despite several attempts by staff to resolve the issue with the contractor.

The contract period is for three years with options for two additional one-year extensions. The City may cancel the contract at any time without cause if necessary.