



# Agenda Item

## Orange City Council

---

Item #: 3.3.

6/23/2026

File #: 26-0274

---

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

**THRU:** Jarad Hildenbrand, City Manager

**FROM:** Adam Jevic, Chief of Police

### 1. SUBJECT

Agreements with Archie's Towing and Southside Towing for Towing and Storage Services

### 2. SUMMARY

Proposals for a three-year Towing and Storage Services contract were received and opened on May 15, 2026. Two bidders responded to the Request for Proposals. The Orange Police Department recommends awarding contracts to Archies Towing and Southside Towing.

### 3. RECOMMENDED ACTION

1. Approve the agreements with Archie's Towing and Southside Towing for Towing and Storage Services; and authorize the Mayor and City Clerk to execute on behalf of the City.
2. Approve the Fee Schedule for Contracted Tow Companies, effective July 1, 2026.

### 4. FISCAL IMPACT

There is no direct fiscal impact on the General Fund. Revenue collected from the towing services will offset the cost of the agreement.

### 5. STRATEGIC PLAN GOALS

Goal 1: Maintain Strong Emergency and Safety Services

### 6. DISCUSSION AND BACKGROUND

The Orange Police Department utilizes private towing companies for the removal, storage and impounding of vehicles during the normal course of business. The department is authorized to remove vehicles from roadways and off-street parking facilities pursuant to provisions of the California Vehicle Code. These services are provided through agreements with licensed, independent towing companies operating within the City of Orange.

The Police Towing and Storage Agreement establishes required standards for equipment, vehicles, and performance for contractors. It also provides oversight of services and fees, including insurance and indemnification requirements, as well as procedures for complaint reviews, investigations, and potential suspension or termination of agreements. The City's current agreements for towing and storage services expire on June 30, 2026.

On April 21, 2026, the City issued Request for Proposal (RFP) No. 25-26.16 for Police Towing and Storage Services. The solicitation period remained open for 25 days and closed on May 15, 2026.

Two proposals were received and evaluated by a panel of experienced Police Department personnel. As part of the evaluation process, staff conducted on-site inspections of each facility. Proposals were independently scored based on criteria outlined in the RFP and the Orange Police Department Policy Manual, Policy No. 502 (Policy 502). Scores were compiled and averaged.

Evaluation criteria included:

- **Service Requirements:** Compliance with Policy 502, including 24/7 availability, 20-minute response time, live dispatch, approved rate schedule, valid City business license, security standards, and inspection accessibility during business hours.
- **Facility and Equipment Requirements:** On-Site office for billing and vehicle release, standard 8 am - 5 pm business hours, minimum storage capacity of 100 vehicles, approved fencing, and secure storage area for evidence. Light and Medium-duty tow trucks are required; Heavy-duty trucks are recommended, but not required.
- **Qualification of Personnel:** Experience of staff and management in towing procedures, including qualifications of office personnel responsible for vehicle tracking, billing, and recordkeeping, as well as the tenure and retention of tow truck drivers.
- **Prior Experience:** Years in business and experience providing police towing services.
- **Accident and Damage Claims History:** Evaluated the proposers' accident history as well as any damage claims.
- **References:** Other law enforcement agencies, bank, and personal references.

Based on the evaluation, the companies ranked as follows:

1. Archie's Towing
2. Southside Towing

Refer to Attachment 5 for the summary of tow evaluations.

Based upon the review of the bids and evaluation results, the Orange Police Department recommends both towing companies.

### **Fee Schedule**

As part of the RFP process, each towing company submitted a request for fee increases to address rising operational and business costs experienced over the past five years. The Fee Schedule for Contracted Tow Companies was last updated in 2021 during the previous contract renewal period, when rates were established through a comparative analysis of fees charged by neighboring jurisdictions.

The proposed fee schedule was developed by averaging the rates submitted by the participating tow companies and subsequently negotiating those rates to ensure they remained consistent with fees charged by surrounding agencies. A comprehensive list of the proposed fees is provided in Attachment 3, Fee Schedule for Contracted Tow Companies.

### **Proposed Fee Summary**

<b><u>Contracted Tow Services</u></b>	<b><u>Current Fees</u></b>	<b><u>Proposed Fees</u></b>	<b><u>Change in Cost</u></b>
---------------------------------------	----------------------------	-----------------------------	------------------------------

Emergency Tow with Driver & Standby Time			
Light Duty (Flat Rate)	\$215	\$300	\$85 (40% Increase)
Medium Duty (Flat Rate)	\$260	\$350	\$90 (35% Increase)
Heavy Duty (Flat Rate)	\$360	\$500	\$140 (39% Increase)
Service Call	\$100	\$100	\$ -
Gate Fees			
Weekends & Holidays	\$100	\$100	\$ -
Storage			
Standard Vehicle	\$60/day	\$70/day	\$10/day (17% Increase)
Trucks	\$70/day	\$80/day	\$10/day (14% Increase)
Police Evidence Holds	\$1/day	\$1/day	\$ -

To evaluate the reasonableness of the proposed fees, staff conducted a comprehensive comparison of towing rates charged by neighboring law enforcement agencies for similar services. The analysis included the police departments of Costa Mesa, Newport Beach, Santa Ana, Tustin, and Irvine. Notably, the Costa Mesa and Tustin Police Departments currently contract with one or more of the tow providers recommended for the City's towing services program.

The City of Tustin's tow fees are among the highest, having recently been updated in August 2025. In contrast, the City of Costa Mesa's tow fees are among the lowest and are adjusted annually based on changes in the Consumer Price Index.

To establish a benchmark for comparison, staff calculated an average tow fee using the rates charged by the Costa Mesa and Tustin Police Departments and compared those rates to the proposed fees. A summary of this comparison is provided below.

<u>Tow Service</u>	<u>Average Tow Fee</u>	<u>Proposed Fee</u>	<u>Increase</u>	<u>% Change</u>
Light Duty	\$263	\$300	\$37	14%
Medium Duty	\$315	\$350	\$35	11%
Heavy Duty	\$429	\$500	\$71	17%

While the proposed fees are slightly higher than the calculated average, it is anticipated that regional rates will continue to increase as other agencies update their towing contracts to align with current market conditions and industry standards.

Based on the evaluation of qualifications, service capabilities, and proposed pricing, it is the recommendation of the Police Department to award towing service agreements to Archie's Towing and Southside Towing for a three-year term, with the option to extend the agreements for an additional two years. These providers have demonstrated the ability to meet the operational needs of the Police Department and provide reliable, professional towing and storage services.

## 7. ATTACHMENTS

- Attachment 1 Agreement with Archie's Towing
- Attachment 2 Agreement with Southside Towing
- Attachment 3 Fee Schedule for Contracted Tow Companies
- Attachment 4 Tow Company Evaluations