



**METROPOLITAN  
TRANSPORTATION  
COMMISSION  
SERVICE AUTHORITY  
FOR FREEWAYS  
AND EXPRESSWAYS**

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***Memorandum***

Agenda Item 3

TO: Operations Committee

DATE: January 2, 2015

FR: Executive Director

W.I.: 6032

RE: Contracts – Freeway Service Patrol (FSP) Towing Services: Various Contractors (\$15,464,400)

This memorandum seeks Committee authorization to enter into contracts for 16 Freeway Service Patrol (FSP) beats with the various tow contractors as listed in the attached “Request for Committee Approval” in a total amount not to exceed \$15.5 million over four fiscal years, subject to annual approval of the MTC SAFE budget.

**Background**

FSP is a congestion relief and safety program that provides free assistance to stranded motorists during commute hours. The Bay Area FSP program currently operates 79 trucks patrolling 35 beats (FSP routes) along 550 miles of freeway. In FY 2013-14, the program provided over 100,000 assists to Bay Area motorists, with an average wait time of approximately nine minutes. The program is administered by MTC SAFE, the California Highway Patrol (CHP) and the California Department of Transportation (Caltrans), referred to collectively as the “FSP Partners.”

Existing contracts for 16 FSP beats will expire in June 2015. The next round of contracts, covering a four-year period from June 2015 through June 2019, are for the beats shown in Attachment 1. The contracts are funded with a combination of Federal, State, and local funds.

**Pre-Procurement Service Planning**

As reported at the July Operations Committee meeting, the program has experienced a decline in the number of assists per truck per year, along with an increase in price per assist. Committee members asked staff to further research this trend. To date, staff has determined that the trend is fairly consistent throughout the region, and not limited to specific freeway corridors. There are also some indications that the decreasing assist rate trend may be occurring for similar FSP programs throughout the state. Staff is working with researchers under contract to Caltrans to determine if changes to overall accident rates, automobile reliability and vehicle miles traveled may be affecting FSP assist rates.

As in prior years, FSP staff analyzed traffic conditions as well as contractor performance on expiring beats to inform the upcoming procurement for the relevant contracts. The resulting recommendations for future beats were also described at the July Operations Committee meeting. The recommended service plan entailed eliminating some FSP trucks, poorly performing beats and Sunday service. The beats proposed to be eliminated were 24, 30 and 37. The plan was designed through a multi-step analysis described in Attachments 2 and 3 with the

objective of maximizing cost-effective congestion reduction. After feedback from this Committee and further evaluations, the staff modified its recommendation for Beat 22 to temporarily increase service in that area.

### **Procurement Process**

On August 28, 2014, MTC SAFE issued a Request for Qualifications Bid Invitation (RFQBI) to over 300 tow operators in the Bay Area for the 16 beats shown on Attachment 1. Bidders had to meet all qualifications and inspection requirements in order to submit a price proposal. In the final step of the procurement, recommendations for contract awards were based on the lowest responsive and responsible bid and were subject to beat limitations designed to ensure contractors would not be overextended. The three primary procurement steps were:

- Step 1: Reviewing qualifications of proposers to determine which tow contractors met the minimum qualifications (MQs).
- Step 2: Visiting sites, which involved vehicle and facility inspections conducted by CHP and MTC SAFE.
- Step 3: Inviting those bidders that met the MQs and passed the site inspections to submit a price proposal.

MTC SAFE received 19 proposals under Step 1, three of which were from new or non-current contractors. In Step 1, one bidder failed to meet the minimum number of years of experience and two other contractors chose to withdraw their bids. The remaining bidders were eligible to proceed to the next step in the procurement process. As part of Step 2, the FSP Partners conducted inspections on each bidder's office facility and tow vehicles. One bidder was disqualified by CHP due to a major infraction under the California Vehicle Code, which resulted in automatic elimination from the process. As a result, 15 bidders were eligible to move onto Step 3, price proposal submittals. At the close of Step 3, MTC SAFE received price proposals from the remaining 15 bidders, most of which bid on multiple beats.

Staff from the FSP Partners met on November 12, 2014 to discuss recommendations for contract awards. Of the 16 beats available for contract awards, the FSP Partners recommend awarding 14 beats to the lowest bidder and the two remaining beats to the second lowest bidder. The RFQBI allows the FSP Partners to limit the number of beats awarded to a contractor if the partners feel that the contractor is at its operational limit. The partners determined that the lowest bidder for Beat 3, Beat 22 and Beat 27 (Myers Towing) would be eligible for only one beat in this procurement round, due to service issues on its current beats. Given this, the FSP Partners recommend awarding Beat 22 to Myers Towing, and Beat 3 and Beat 27 to the second lowest bidders (Atlas Towing Services and Palace Garage respectively.) All contractors recommended for awards are existing FSP contractors.

### **Recommendation**

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into four-year contracts with the tow contractors as listed in the attached "Request for Committee Approval" in the respective not to exceed amounts specified therein for a total amount not to exceed \$3,866,100 per fiscal year (beginning with FY 2015-16), provided such amount may increase in each subsequent fiscal year of the contract period by the amount unspent in the prior fiscal years, subject to an aggregate not to exceed amount of \$15,464,400, and annual approval of the MTC SAFE budgets.




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Steve Heminger

SH: RR

## REQUEST FOR COMMITTEE APPROVAL

## Summary of Proposed Contracts

Work Item No.: 6032

Work Project Title: FSP Tow Operations

Purpose of Project: To provide Freeway Service Patrol service during FY 2015-16 through FY 2018-19 on 16 tow services beats, as designated in the Request for Qualifications Bid Invitation (RFQBI) dated August 28, 2014, as subsequently amended, under the terms and conditions as specified.

Brief Scope of Work: Provide tow services during hours of congestion and special events as specified by the FSP Partnership, which includes MTC SAFE, Caltrans, and CHP.

Project Cost Not to Exceed: \$15,464,400; individual maximum contract amounts are as specified below.

Beat	Tow Contractor	Four Year Contract Amount*	Annual Contract Amount*
3	Atlas Towing Services Inc.	\$1,492,000	\$373,000
5	American Tow	\$1,426,800	\$356,700
9	Campbell's Towing	\$1,564,800	\$391,200
10	B&A Bodyworks	\$1,364,800	\$341,200
11	B&A Bodyworks	\$1,092,000	\$273,000
13	Bill's Towing	\$1,489,200	\$372,300
15	Yarbrough Bros. Towing	\$802,400	\$200,600
16	Bob's Towing	\$434,400	\$108,600
17	Roadrunner Tow	\$681,200	\$170,300
20	B&A Bodyworks	\$413,600	\$103,400
22	Myers Towing Services	\$1,453,600	\$363,400
27	Palace Garage	\$941,200	\$235,300
29	Roadrunner Tow	\$728,400	\$182,100
33	Lima Tow	\$402,800	\$100,700
34	Roadrunner Tow	\$697,600	\$174,400
35	American Tow	\$479,600	\$119,900
	<b>Total</b>	<b>\$15,464,400</b>	<b>\$3,866,100</b>

*\*Contract amounts are based on submitted hourly rates and estimated contract hours and includes contingency funds and are subject to the annual budget approval process of the MTC SAFE*

**Funding Source:** STP, State, MTC SAFE

**Fiscal Impact:** Funding subject to approval of the FY 2015-16, FY 2016-17, FY 2017-18, and FY 2018-19 MTC SAFE operating budgets.

**Motion by Committee:** That the Executive Director or his designee is authorized to negotiate and enter into agreements with each of the above-named tow contractors in the respective maximum amounts specified above for the purposes described herein and the Executive Director's January 2, 2015 memorandum, and that the Chief Financial Officer is authorized to set aside \$3,866,100 per fiscal year for such contracts in each of FY 2015-16, FY 2016-17, FY 2017-18, and FY 2018-19 and increase each subsequent fiscal year of the contract period by the amount unspent in the prior fiscal years, subject to an aggregate not to exceed amount of \$15,464,400 and approval of each year's annual MTC SAFE operating budget.

**Operations Committee:**

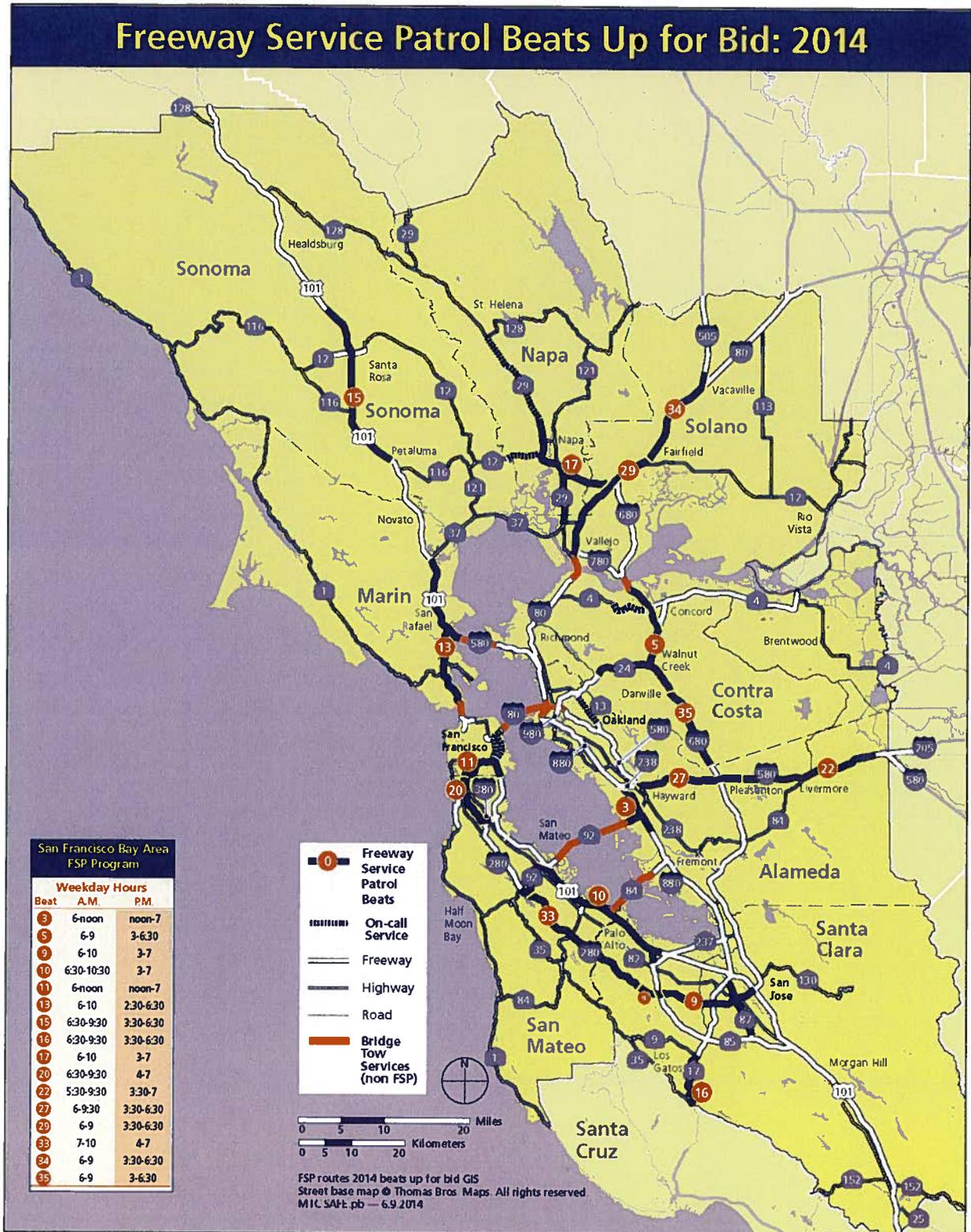
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Jake Mackenzie, Chair

**Approved:** Date: January 9, 2015

# ATTACHMENT 1

## FSP Tow Contract Procurement Map



## ATTACHMENT 2

### Summary of Process for New Service Recommendations

Staff developed a multi-step analysis of FSP beats, beginning with a macro-level analysis that included a review of annual Caltrans' estimates on the cost-benefit ratio of individual beats' service. MTC staff also reviewed detailed historical statistics on the frequency and nature of FSP tow contractors' assists (motorist aid activities) in order to identify beats with poor performance. In addition, staff consulted with CHP and tow contractor personnel about their experiences patrolling the beats. Staff then outlined a tentative budget target and service plan for expiring beats.

Subsequently staff began a detailed analysis using four methods:

- Comparative analysis of time-of-day charts showing beats' assist totals and congestion for each hour in order to determine appropriate shift start and end times;
- "Hotspot analysis" with maps of FSP assists and CHP incidents, to locate areas with high levels of vehicle breakdowns and collisions;
- Spatial analysis of historical speed data plots to further measure traffic on the beats and to help staff draw more appropriate beat boundaries; and
- Alternatives analysis to estimate the budgetary impact of different service scenarios.

Staff employed the above methods in an iterative process until the budget target was achieved and the new service plan maximized cost-effective congestion reduction.

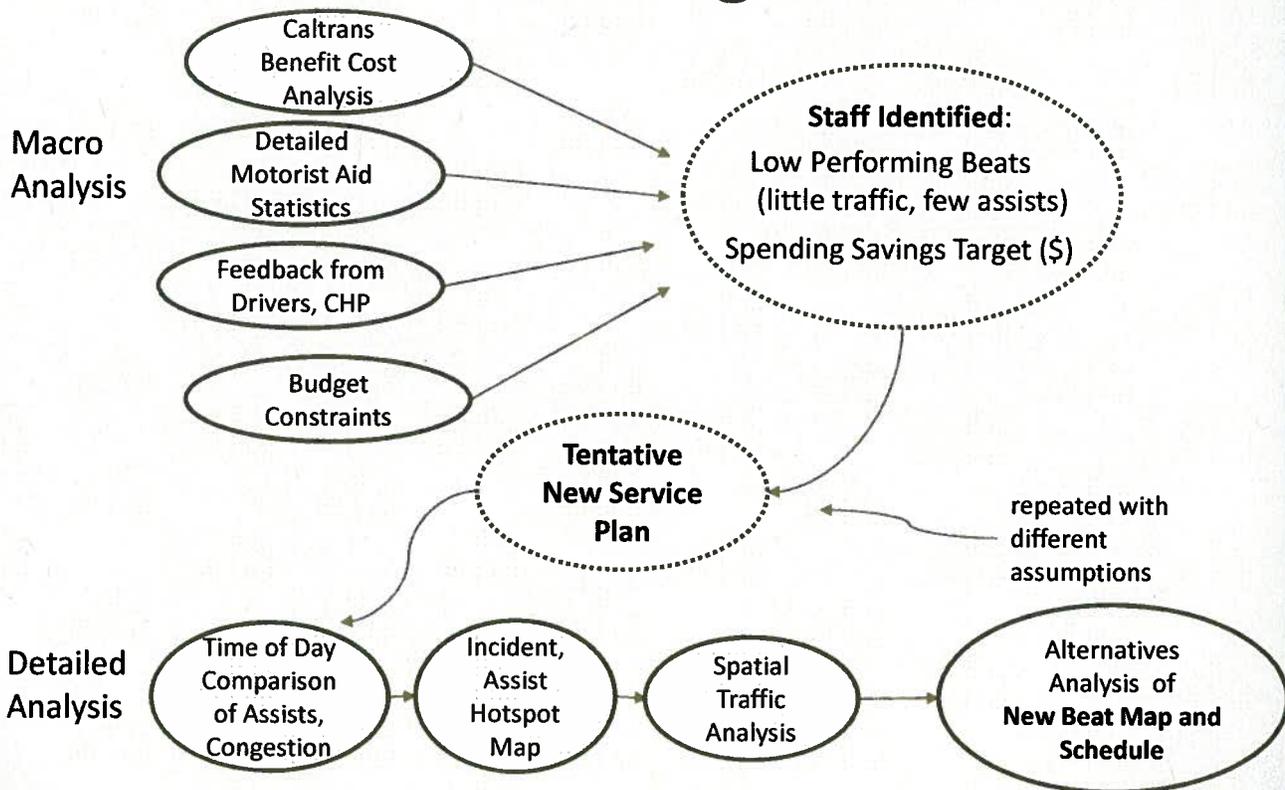
ATTACHMENT 3



# Freeway Service Patrol Beat Analysis

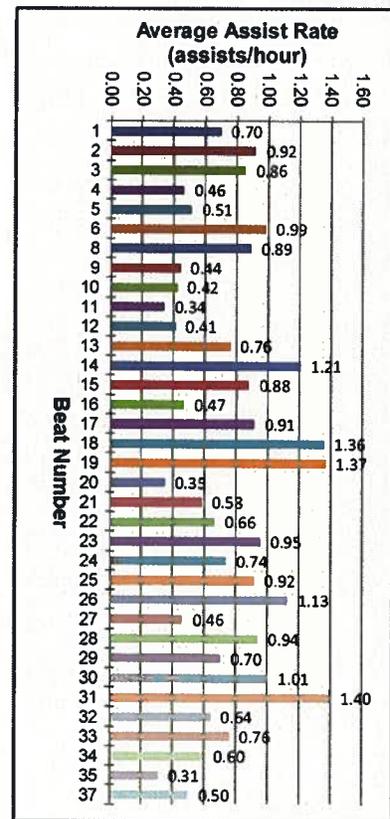
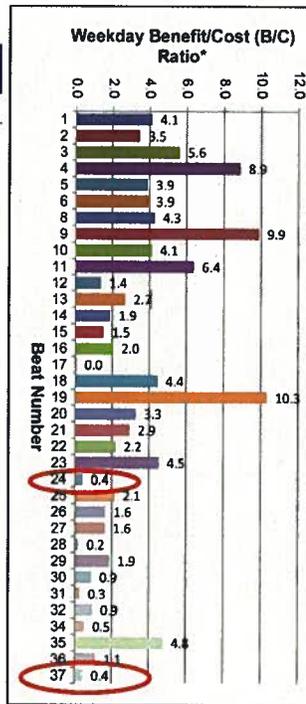
Robert Rich  
MTC Operations Committee  
January 9, 2015

# FSP Service Planning Process 2014



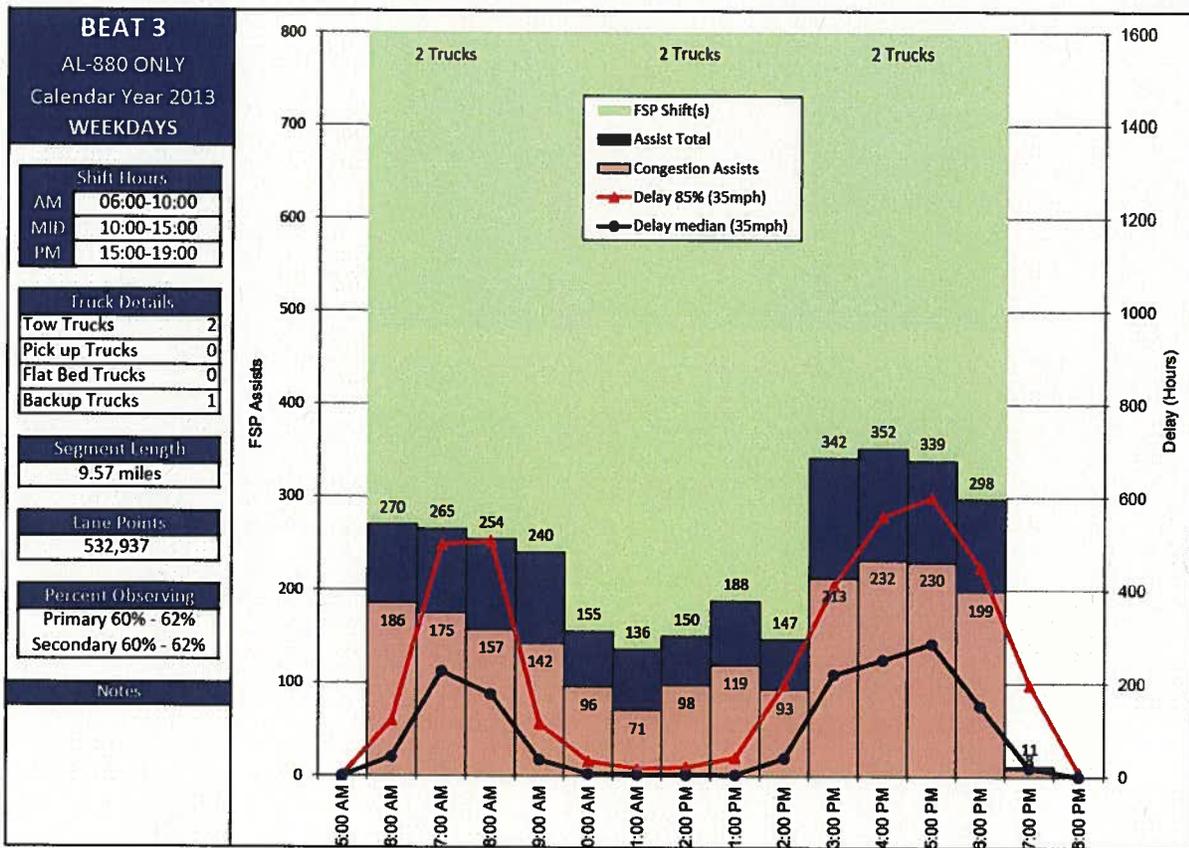
# Macro Analysis

FSP Assists by Vehicle Location by Beat								
Annual Report								
July 01, 2012 to June 30, 2013								
Beat	In Lane	Right Shoulder	Left Shoulder	On Ramp	Off Ramp	Blk. No. In	Total Assists	
1	208	1742	141	307	470		2677	
2	368	3733	73	182	447		4821	
3	357	3848	130	415	334	2	4886	
4	342	1458	48	80	130		2038	
5	448	2708	289	187	265		3843	
6	501	5058	199	128	282		6184	
9	503	3845	328	218	304		4998	
9	888	3091	342	127	284		4710	
10	378	2690	63	95	167		3393	
11	595	1548	144	90	175		2552	
12	198	2082	38	270	519		3085	
13	211	3559	78	343	958		5149	
14	102	2788	82	298	85		3336	
15	131	2072	80	89	228		2598	
16	144	1031	8	16	51	2	1250	
17	608	3880	107	152	208		4742	
18	214	2985	174	185	147		3685	
19	819	3172	219	375	483		4869	
20	87	502	57	28	32		704	
21	160	1868	214	128	198	4	2362	
22	433	3938	551	289	501		5803	
23	181	1758	165	149	359		2562	
24	88	792	48	188	370		1484	
25	231	2490	318	192	289		3520	
26	145	1816	182	65	125		2313	
27	129	2333	209	282	314		3247	
28	11	848	71	61	136		1125	
29	230	2588	82	313	338		3627	
30	294	3189	98	480	344		4383	
31	222	2308	185	380	121	34	3228	
32	48	1080	77	33	73	4	1318	
33	70	1888	150	58	130		2272	
34	128	2513	65	69	221		2984	
35	70	507	45	21	25	1	689	
36	Beat 36 is "on call"							0
37	158	1875	128	64	278		2497	
TOTAL	9,858	82,664	5,048	6,292	9,992	47	112,889	



\*Caltrans could not determine Beat 17's Benefit-Cost ratio for lack of traffic data. Staff analysis indicate it to be low.

# Time of Day Analysis



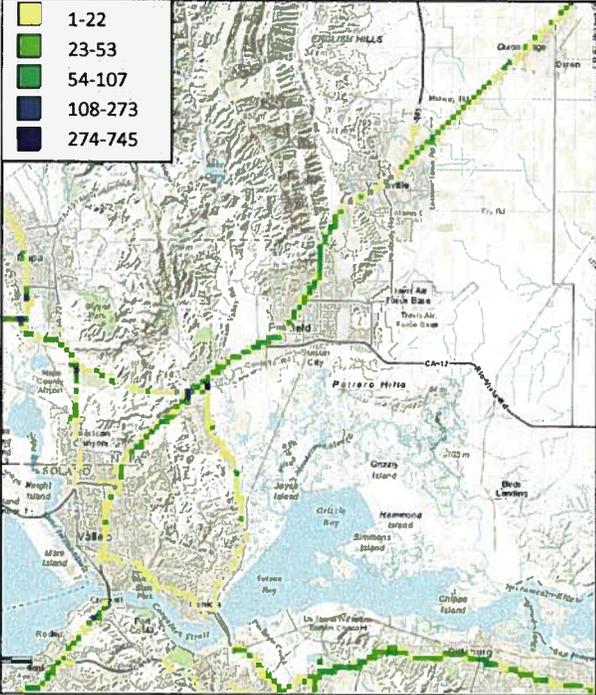
Beat 3 is an example of a well-performing FSP beat.

# Hotspot Analysis

CHP Freeway Incidents

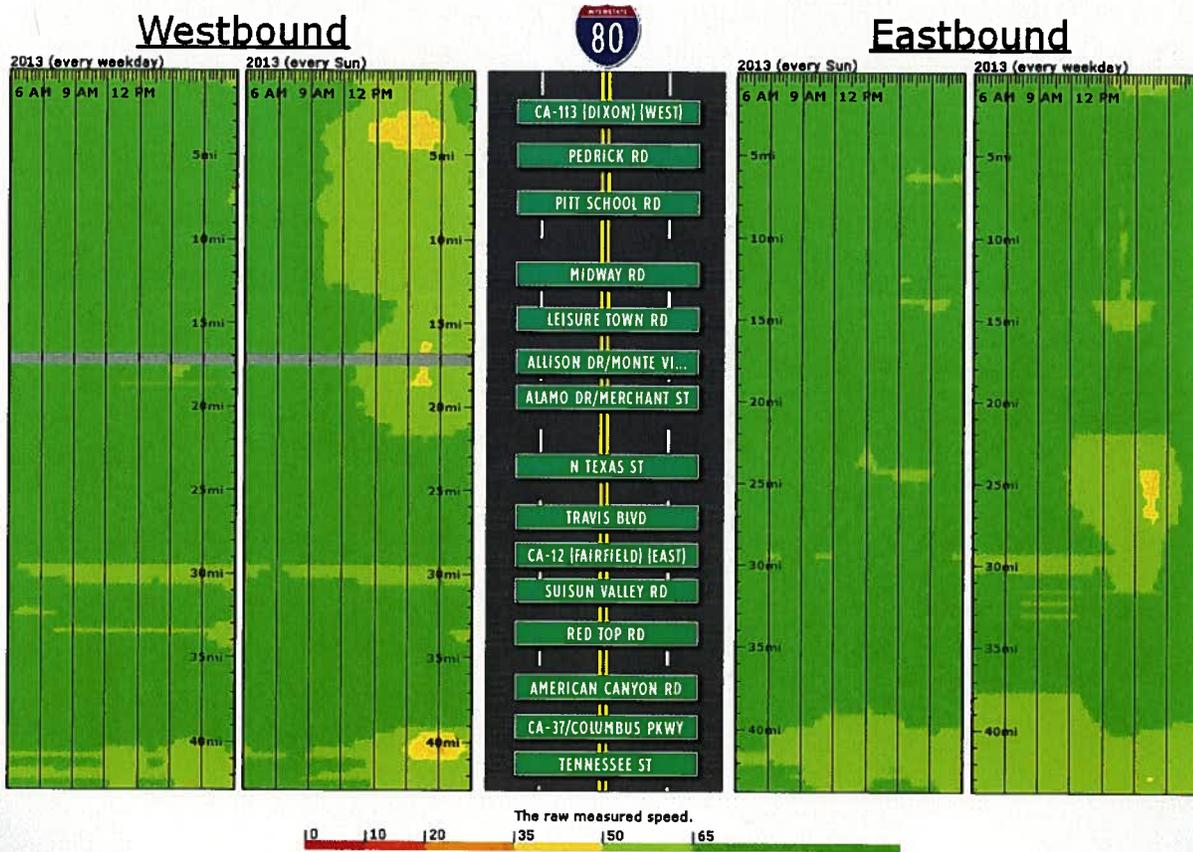


FSP Assists



# Spatial Traffic Analysis

Speed on I-80 between I-780 and Solano/Yolo County Line  
Averaged by 1 hour for 2013 (every Sun) and for 2013 (every weekday)



# Beat Map and Schedule Recommendations



# Beat Map and Schedule Recommendations

