



CITY OF SIGNAL HILL

STAFF REPORT

2175 Cherry Avenue • Signal
Hill, California 90755-3799

6/10/2025

AGENDA ITEM

**TO: HONORABLE MAYOR
AND MEMBERS OF THE CITY COUNCIL**

**FROM: CARLO TOMAINO
CITY MANAGER**

**BY: BRAD KENNEALLY
CHIEF OF POLICE**

**SUBJECT: SERVICE AGREEMENT WITH KRUGER TOW AND MR. C'S TOWING FOR TOW
SERVICES**

Summary:

Police towing services are a vital resource in supporting the Signal Hill Police Department's public safety and enforcement operations. With the City's current tow contracts set to expire on June 30, 2025, staff initiated a competitive Request for Proposals (RFP) process to ensure the selection of the most qualified vendors and to update the scope of services in alignment with current operational needs. Following a thorough evaluation by a review panel, staff selected Kruger Tow and Mr. C's Towing as the most qualified providers for continued Police Tow Services. Staff proposes entering into a three-year agreement with each vendor, with the option to extend for up to two additional one-year terms. While the contracts do not involve direct costs to the City, each agreement includes a quarterly franchise fee of \$3,000, providing ongoing revenue to the City for the duration of the contract.

Strategic Plan Goal(s):

Goal No. 2 Community Safety: Maintain community safety by supporting public safety services and increasing emergency preparedness.

Recommendation:

Staff recommends that the City Council award the proposed Contract Services Agreements and authorize the City Manager to execute General Services Agreements with Kruger Tow and Mr. C's Towing for Police Tow Services. The term of each agreement is proposed to be three years, with the option to extend for up to two additional one-year periods, in a form approved by the City Attorney. Upon City Council approval, staff would issue a Notice to Proceed and begin coordinating with the contractors to provide services.

Fiscal Impact:

There is no associated cost to the City for either agreement. Both agreements require each contractor to provide the City with a \$3,000 franchise fee each quarter for the duration of the contract.

Background:

The Signal Hill Police Department coordinates towing services in accordance with the provisions of the California Vehicle Code. Tow services may also be requested by the public in situations such as traffic collisions, traffic hazards, and/or mechanical issues. In this instance, the Police Department can arrange a tow through dispatch to assist a resident with a request. The attached agreements ensure that all towing services performed under these agreements fully comply with the California Vehicle Code and all applicable State laws, providing a consistent and lawful framework for Police Tow operations.

Analysis:

RFP Circulation Process

On April 17, 2025, staff issued a RFP for Police Tow Services. The City posted the RFP at the following locations:

- PlanetBids via the City's online portal
- City Website
- City's public notice locations as identified in Signal Hill Municipal Code Section 1.08.010

The City notified prospective bidders of the opportunity through PlanetBids; the bids were due to the City on April 30, 2025.

Proposal Opening

The City Received four (4) proposals from the following firms by the proposed deadline:

Mr. C's Towing
Kruger Tow
Seventh Street Garage, Incorporated
Cylinder Enterprises Incorporated

Staff verified each proposal for completeness and compliance with City requirements and confirmed that all firms had the required certifications and experience to perform the work under this agreement.

The City's Selection Committee (consisting of the Police Operations Lieutenant and Administrative Sergeant) reviewed the proposals to evaluate the relative experience, skills, software, and service approach of each company.

Selection

Based on the submitted proposals, including response times and industry reputation, staff determined that Mr. C's Towing and Kruger Tow best met the evaluation criteria, conveyed a clear approach and methodology, and demonstrated qualifications and competence necessary to provide Police Tow Services.

Mr. C's Towing and Kruger Tow are trusted providers in the Police Tow Services industry. Both companies have an impressive reputation for service. Kruger Tow has been providing services to the City for approximately 27 years and have an average response time of 15 minutes. Kruger provides services 24 hours a day, 365 days a year. Mr. C's Towing has provided Police Tow Services to the Signal Hill community since approximately 1998 and has been in business since 1989. The company has a 15-minute or less response time and is committed to providing all requested scope of work and plan services.

As part of the selection process, staff also evaluated the proposed fee schedule and negotiated adjustments with the vendors to ensure completeness of the scope of work, required documents, and franchise fee.

Reviewed for Fiscal Impact:

Siamlu Cox

Attachments:

- A. Kruger Tow Agreement
- B. Mr. C's Agreement