



**TO: DEBRA MORRIS, PURCHASING MANAGER
ELLEN ATAIE, BUYER**

**FROM: JOHNNY THOMASON
DEPUTY CHIEF OF POLICE
PATROL SERVICES DIVISION**

SUBJECT: RECOMMENDATION FOR AWARDED TOWING CONTRACT

DATE: JUNE 1, 2018

Sergeant Bill Smith, Corporal Mike Spillman, Officer Derek Malena and I reviewed and scored the packets regarding the selection of a towing contract for the City of Allen. This bid is unique in nature since there is no monetary value for the contract between the City of Allen and the towing company. The selection of the towing contractor is based on a location that is convenient to the vehicle owner, customer service (with citizens, insurance companies and police personnel) and ability to clear the roadways after collisions.

On Wednesday, May 23, 2018 a group from the Police Department and the Finance Department / Purchasing Unit did an on-site tour of the towing companies that had turned in a bid on the RFP for the wrecker contract. Those taking the tours were: Purchasing Manager Debra Morris, Buyer Ellen Ataif, Police Sergeant Bill Smith, Corporal Mike Spillman, Commercial Vehicle Inspector Derek Malena and myself.

The group went to Jordan's Towing in Plano, Signature Towing in Plano and Big Bass towing in McKinney.

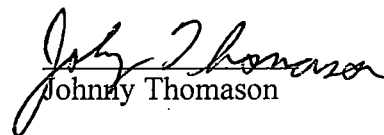
Jordan was the first site toured. The miles from the Allen Police Department to their lot ranges from 10.7 miles to 11.4 miles per Google maps. Jordan explained that their company has been in business for 22 years with their business predominately NTTA and Texas DPS. Jordan now has the contract with the City of Plano. The tour revealed that Jordan would be capable of handling any crash or incident required from the City of Allen. They had adequate equipment and multiple extra equipment to clean the crash scene. They have a small well lighted and climate-controlled waiting area that is open 27 / 7. The one concern was access to the storage yard. Most of the gates and overhead doors were open during the day time inspections.

Signature towing was the second site toured. The miles from the Allen Police Department to their lot ranges from 7.4 miles to 8.4 miles per Google maps. Their office is open 24/7 and has a climate-controlled waiting area with restrooms available to the public. They had adequate equipment and multiple extra equipment to clean the scene. Their report shows them to have been in business for 17 years. I believe that this is under the Signature Towing title. The City of Allen has been doing business with this company since it was Johnny Lewis Towing who sold it to Road One Towing. Road One is the parent company of Signature Towing. The manager explained by merging with Road One Towing which is a large company, Signature is able to provide health insurance, vacation time and 401K contributions. Signature has a large dispatch area. They have a bunk room, showers and lounge area for the employees. The break area is convertible to a training room. The lot was secure with limited access to the impound yard and well lighted.

Big Bass Towing was the third site toured. The miles from the Allen Police Department to their lot ranges from 8.2 miles to 11.4 miles per Google maps. They show to have been in business for 19 years. They have a secured and climate-controlled waiting area that is open 8:00 AM till 4:00 PM. Persons needing to pick up their vehicles after those times must call and give them 1 hour to respond. The tour revealed that most of Big Bass's equipment is at the Rowlett towing locations. There was only one tilt bed tow truck on sight. No other emergency equipment was on site to be inspected. The office / storage facility is in an industrial / agricultural area. You must walk thru the secured storage area to get to the office therefore the yard is open during business hours. The streets and parking lot is paved with gravel and is very dusty. The storage facility is lighted but the area around it is not well lighted. In my opinion this location is not suitable for citizens of Allen to work with.

After reviewing the three vendors reports and tours the following is my recommendation.

- Big Bass Towing. I would rank them third of the group and remove them from consideration.
- Jordan's Towing. I would rank them as number 2 of the group. The secondary towing contract was implemented in case the primary contractor cannot fulfil their obligations. Jordan Towing and Signature are equal in many comparisons.
- Signature Towing. I would recommend that Signature towing be awarded the towing contract. Thru demonstrated behavior, Signature has always been positive in nature and their customer service has been very good. Signature maintains good response times and is equipped to handle all the emergency cleanup that has been asked of them. Signature Towing has held the contract for the City of Allen since 2004. In our opinion, there is no need to remove Signature from the contract.


Johnny Thomason