



May 4, 2026

To: Regional Transportation Planning Committee

From: Darrell E. Johnson, Chief Executive Officer

A handwritten signature in blue ink, appearing to read "Darrell E. Johnson", is positioned to the right of the "From:" line.

Subject: Amendment to Agreement for Freeway Service Patrol Services

Overview

On March 8, 2021, the Board of Directors approved the award of Freeway Service Patrol agreements to four professional towing companies, with service beginning October 2, 2021, and ending October 2, 2027. Staff terminated the agreement with Veterans Towing, which operated Service Area One, on July 14, 2023, because of contract compliance concerns. Since the termination, Service Area One has been covered by two contractors awarded agreements through the same procurement. An increase in the maximum obligations of these agreements is required to ensure sufficient funds to continue service through the end of the contract term.

Recommendations

- A. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-1-3311 between the Orange County Transportation Authority and California Coach Orange, Inc., in the amount of \$1,950,000, to provide Freeway Service Patrol services for Service Area One, Beats 911 and 912, through October 2, 2027. This will increase the maximum obligation of the agreement to a contract value of \$18,120,275.

- B. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-1-3312 between the Orange County Transportation Authority and California Roadside Service, LLC, in the amount of \$1,850,000, to provide Freeway Service Patrol services for Service Area One, Beat 910, through October 2, 2027. This will increase the maximum obligation of the agreement to a contract value of \$6,718,324.

Discussion

The Orange County Transportation Authority (OCTA) contracts with private tow companies to provide Freeway Service Patrol (FSP) services in accordance with the California Highway Patrol and OCTA standard operating guidelines. Under these agreements, contractors furnish all tow trucks, personnel, uniforms, equipment, fuel, and other resources necessary to perform motorist-assistance service. The program functions through operating agreements with multiple contracted tow company providers.

FSP contracts are competitively procured following the OCTA Board of Directors (Board) approved procurement policies, and OCTA compensates FSP contractors using a fixed-vehicle service hour (VSH) rate for actual hours of FSP service. The number of service areas, beats (trucks), and agreements are adjusted over time to meet program needs and reflect contract awards.

When it is necessary for contractors to provide service to additional service areas, OCTA directs the contractors through notices to proceed, and contractors invoice for the service under their existing agreements and VSH rates, allowing staff to effectively manage changing service needs. Amendments are presented to the Board as necessary and in compliance with the procurement policies.

On July 14, 2023, OCTA terminated the agreement with Veterans Towing, LLC, which provided services in Area One, because it was unable to consistently meet service and contract requirements. Service Area One consists of three operating beats, providing FSP service on State Route 91 from Carmenita Road in the City of Cerritos to Tustin Avenue in the City of Anaheim. Following the termination, staff immediately implemented interim service coverage to ensure there was no disruption to Freeway Service Patrol operations within Service Area One while considering options for replacement coverage.

On October 26, 2023, OCTA issued notices to proceed directing California Coach Orange, Inc. (CCO), to operate Beats 911 and 912, under Agreement No. C-1-3311, and California Roadside Service, LLC (CRS), to operate Beat 910, under Agreement No. C-1-3312, effective December 2, 2023, until further notice.

CCO and CRS were selected to provide coverage because their agreements were competitively procured under the same solicitation, are in good standing with OCTA, provide service to neighboring freeway segments, and demonstrate the operational capacity to absorb additional service hours without disruption to existing assignments. Utilizing existing agreements allows OCTA to maintain uninterrupted FSP coverage through the agreement term. Because the

reassignment will remain in effect through the contract term, the hours associated with these Beats accelerate contract utilization across the remaining contract months. Unless the maximum obligations are increased, OCTA risks exhausting available contract authority and would be required to eliminate service, interrupting coverage before the contract expiration date of October 2, 2027.

Staff will issue competitive procurements at a later date to establish new service agreements which will replace the agreements that expire on October 2, 2027.

Procurement Approach

The original procurements were managed in accordance with OCTA's Board-approved policies and procedures for professional and technical services. On March 8, 2021, the Board approved the award of Agreement No. C-1-3311 and Agreement No. C-1-3312 to provide continuous freeway patrol on certain Orange County freeways. Both agreements were awarded on a competitive basis and included six-year terms for \$16,170,275 (CCO) and \$4,868,234 (CRS), respectively. As shown in Attachments A and B, the agreements have been previously amended.

The proposed amendments are to increase the maximum obligations to allow for freeway service patrol in additional beats. The maximum obligation of Agreement No. C-1-3311 will be increased in the amount of \$1,950,000 and Agreement No. C-1-3312 will be increased in the amount of \$1,850,000. The VSH rates for the additional beats will remain as originally negotiated under the existing agreements; therefore, the pricing is deemed fair and reasonable. Increasing the maximum obligations will allow CCO and CRS to provide uninterrupted service until new service agreements are established before October 2027.

Fiscal Impact

The project is included in OCTA's Fiscal Year 2026-27 Budget, Motorist Services Department – Service Authority for Freeway Emergencies Fund, Account No. 0013-7629-S1002-AVX, and is funded through the State Highway Account and Road Repair and Recovery Act of 2017, with a local match provided by OCTA through local Service Authority for Freeways and Expressways and Measure M2 funding. Future funding to support ongoing FSP operations will be included in each year's operating budget.

Summary

Staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-1-3311 with California Coach Orange, Inc., in the amount of \$1,950,000 to a total contract value of \$18,120,275 and Amendment No. 3 to Agreement No. C-1-3312 with California Roadside Service, LLC, in the amount of \$1,850,000 to a total contract value of \$6,718,324 to ensure continued Freeway Service Patrol coverage through October 2, 2027.

Attachments

- A. California Coach Orange, Inc. Agreement No. C-1-3311 Fact Sheet
- B. California Roadside Service, LLC Agreement No. C-1-3312 Fact Sheet

Prepared by:



Patrick Sampson
Manager, Motorist Services
714-560-5425

Approved by:



Kirk Avila
General Manager, Express Lanes
714-560-5674



Pia Veasapen
Director, Contracts Administration and
Materials Management
714-560-5619