



# Wrecker Service

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November 13, 2023

# Background

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- City Ordinance was adopted in 2002 that authorized the city to have the right to contract with one or more wrecker service companies for towing services.
- Historically the city has used a rotation with two vendors. The rotation is used equitably meaning that once an operator is used, the next call goes to the next operator in the rotation.
- Staff issued an RFP in 2021 that was aimed to create a transparent contract process since this service is exempt from state procurement requirements. The RFP was viewed by five plan rooms and three operators and has a five-year term with the option to cancel with 30 days' notice.
- Facility conditions, licensing, fees, and regulations are governed by the State of Texas and are part of this agreement.

# Amending the Contract

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- Staff is proposing to amend the existing agreement to quantify and further enhance the performance of the contract as it relates to operators passing calls:
  - Declining a call means that an operator received notification of services but does not accept or wish to be dispatched.
  - Disregarding a call means that an operator received the dispatch but fails to arrive.
- The amendment stipulates performance measures that will hold each operator equally accountable.
- Operators will be allowed up to 5 declines or disregarded calls during a 30-calendar day period
  - On average, there are 109 calls per month.
- Disciplinary action includes failure to meet the required performance standards stipulated in the written performance improvement plans, suspension or up to termination.
- Both firms are agreeable to the proposed amendment.

# Options

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- Approve an amendment to CSO #3074-09-2022 #3075-09-2022 wrecker contracts with Beard's Towing and B&W Wrecker
- Deny the amendment