



## Service Authority for Freeway Emergencies

# Item #15: Motorist Aid Program Freeway Service Patrol Tow Contractor Agreements

February 6<sup>th</sup>, 2026





## SAFE & Motorist Aid

- California Legislature established Service Authorities for Freeway Emergencies (SAFE) to encourage development of motorist aid system comprised of multiple service elements and infrastructure along the Freeway and Freeway System to enable motorists in need of assistance to obtain aid
- Ventura County Transportation Commission (VCTC) serves as the SAFE for Ventura County
- SAFE Funding provided by a \$1 annual vehicle registration fee on all vehicles registered in Ventura County
- Ventura County Motorist Aid Programs Includes **Freeway Service Patrol, Incident Responder Grants and SoCal 511**



## FSP Overview & Scope

- Partnership between Caltrans, CHP, and SAFE
- Fleet of continuously roving tow trucks
- Operate during peak-traffic, morning and afternoon
- Assist motorists, remove debris, tow disabled vehicles
- Types of FSP services provided:
  - Jump starts
  - Provide a gallon of gas
  - Refill radiators
  - Change a flat tire
- 10 minutes per assist
- Tow to an approved drop point
- All services are provided at **no charge to the motorist**



Annual Countywide  
DMV Fee Revenue:

**\$800,120**

Per Vehicle Registered  
**\$1.00**

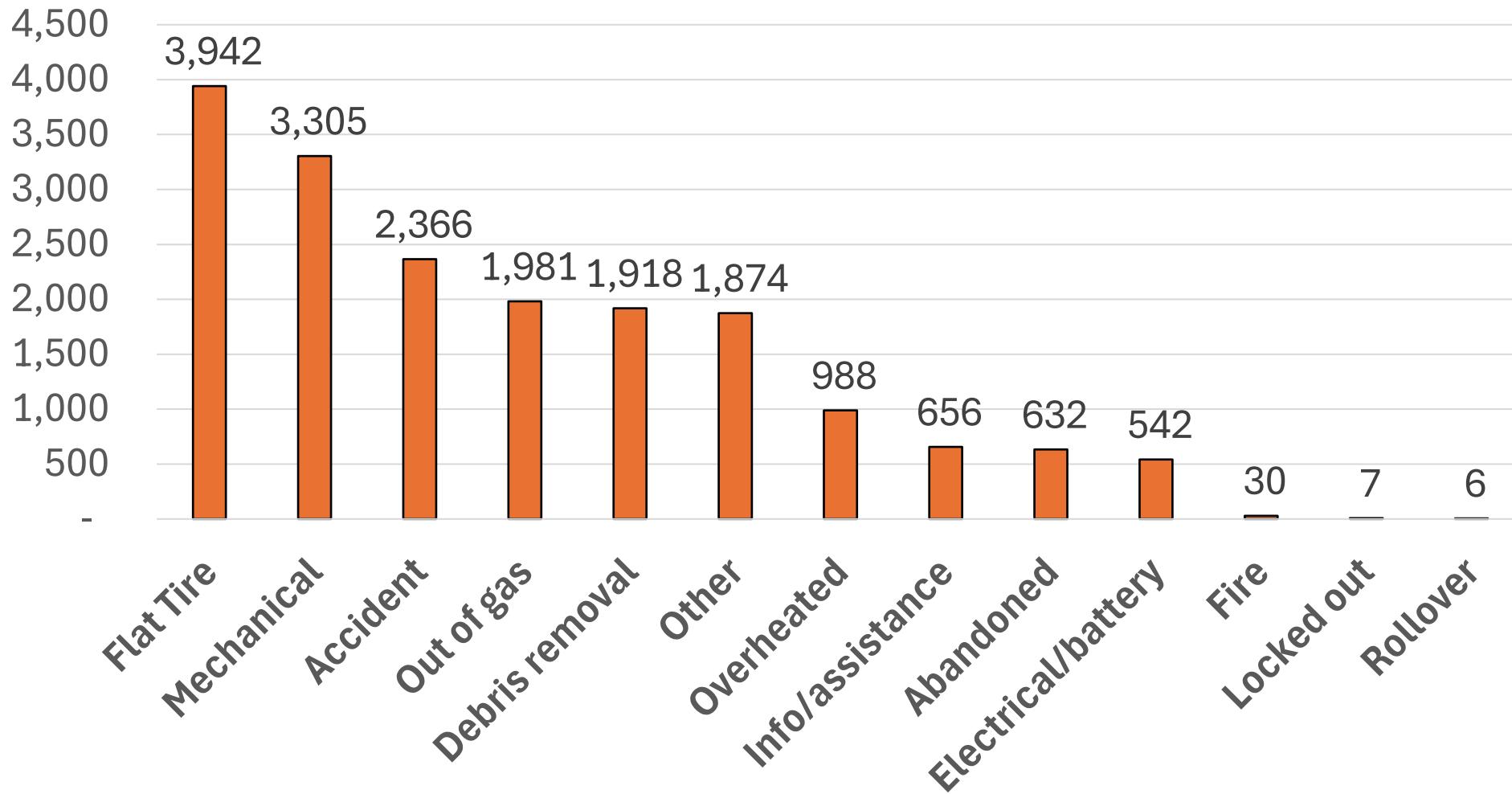
Estimated Annual FSP  
Program Benefit:

**\$5,250,000**

Per Commuter:  
**\$13.60**

# FSP Assists – Vehicle Problem

FSP Direct Assists 5 Year Total





# Background

- **Spring & Summer 2020:** Caltrans Approves VC SAFE FSP Funding Application & SAFE Board Awards FSP Tow Operator Contracts
- **Spring of 2021:** FSP Program Start, with a 3+2 Year Contract Term.
- **Spring of 2024:** Executive Director Executed Two-Year Contract Option
- **September 2025:** SAFE Board Approved Tow Contractor Services RFP for FSP Beats 1 – 5.
- **September 2025:** Staff Conducts Outreach & Pre-Proposal Conference
- **November 2025 :** Proposals due to VCTC
  - VCTC Received Proposals from Three (3) Prospective Tow Operators
- **December 2025:** Proposals are Scored by Evaluation Panel Representing the FSP Partner Agencies.





## Recommendation

- Approve Agreements with **Platinum Tow & Transport, Inc.** for Freeway Service Patrol tow truck services for **Beat No. 1, Beat No. 2 and Beat No. 3**, each contract for a three-year term with a two-year option, for a total amount not to exceed:
  - Beat 1 - \$1,602,000
  - Beat 2 (Combined w/ Beat 4) - \$2,160,000
  - Beat 3 - \$1,612,000
- Approve Staff recommendation to not award a contract for Beat No. 5 on SR-126 at this time.



# RFP Outreach Process

- Staff Conducted Regional Outreach to Tow Operators:
  - Ventura County
  - Santa Barbara County
  - Los Angeles County
- Industry Targeted Email Blasts Including More Than 50 Operators
- Posted RFP and Addendum to VCTC Website.
- Advertised RFP Opportunity via VCTC & Partner Agency Social Media
- Called Ventura County Tow Operator Owners & Managers for Pre-Proposal Conference Invitation.
- Briefed Pre-Proposal Conference Attendees on RFP Requirements and Tips for Submitting a Competitive Bid.
- 90 Day Period for Proposal Submittal.



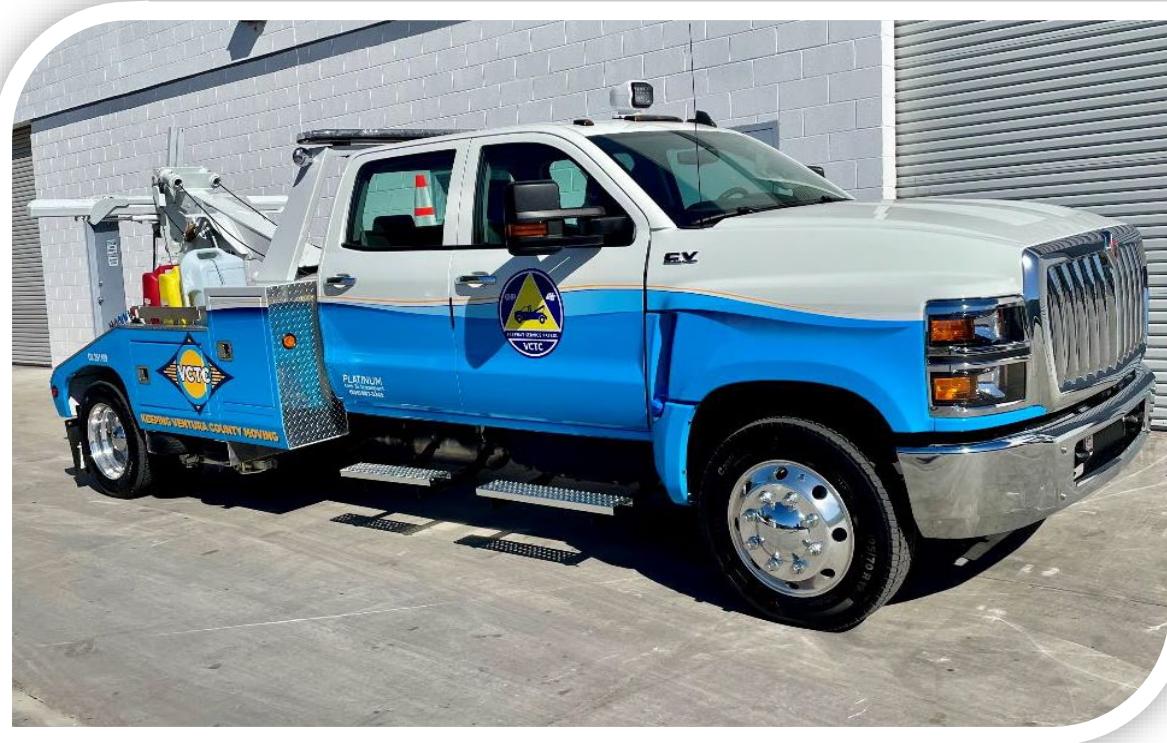
# RFP Scope - Patrol Beats

	Beat Description				Primary Truck	
	Beat	HWY	FROM	TO	Wrecker	Service
Existing	1	US101	LA County Line	Camarillo Springs Rd	1	1
	2	US101	Camarillo Springs Rd	Oxnard Blvd	1	1
	3	SR118	LA County Line	SR 23	1	1
Expansion	4	US101	Oxnard Blvd	SR33	1	1
	5	SR126	US101	Hallock Dr	0	1



## RFP Scope of Work – Service Trucks

**VCTC Wrecker Tow Truck**



**LA Metro Service Truck**





# RFP Bidder Response by Patrol Beat

## Patrol Beats

Vendor	Existing			Expansion	
	1	2	3	4	5
Platinum Tow & Transport	US101-1	US101-2	SR118	US101-3	SR126
Roy's Towing					
Panorama Tow					



# Proposal Evaluation

- **Evaluation Committee:** Two VCTC staff, Caltrans District 7 representative and a California Highway Patrol Officer
- **Best value selection:**
  - Qualifications
  - Work Plan
  - Proposed Staffing
  - Understanding of Program
  - Price
- Evaluation panel considered the value the contractor provides, and the contractor's ability to fulfill the Scope-of-Work and maintain compliance with Standard Operating Procedures



# Proposal Evaluation

Beat	Vendor	Evaluation Ranking	3-Year Total
1	Platinum Tow & Transport	1	\$ 1,617,210
	Roy's Towing	2	\$7,510,130
2	Platinum Tow & Transport	1	\$1,622,565
3	Platinum Tow & Transport	1	\$1,622,565
	Roy's Towing	2	\$7,510,130
	Panorama Tow	3	\$2,146,772
5	Panorama Tow	1	\$1,371,648



# Platinum Tow & Transport

- **Proposal Scoring for Patrol Beat 1 - 3**
  - Highest Average Score
  - Low Bid: Avg \$150 per Truck Hour
- **Platinum Tow is incumbent FSP operator for Ventura County**
  - No administrative penalties in five years (5) of service
- **Law enforcement contracts in Ventura County since 2004**
- **FSP service in Los Angeles County since 2007**
- **Proposal Evaluation Committee Notes:**
  - Extensive experience
  - Focus on customer service
  - High standard for driver recruitment



# Contract – Insurance Cost Allowance

- Price spike in FSP contractor rates largely attributed to an escalation of insurance premiums
- Commercial auto liability premiums for tow operators have been impacted by a lack of competition in the California insurance markets
- Insurance represents about 23% of Platinum Tow's cost for FSP operations
- Platinum Tow's proposal submission requested contract terms allowing the contractor to seek a cost-based rate adjustment throughout the contract period
- Staff is recommending the contract Not-to-Exceed (NTE) amount include sufficient funds to grant a maximum 10% annual increase applied to the contractor's baseline insurance costs at the Executive Director's discretion
  - Increases NTE by \$10,000 per Truck over 3 Year Contract Period



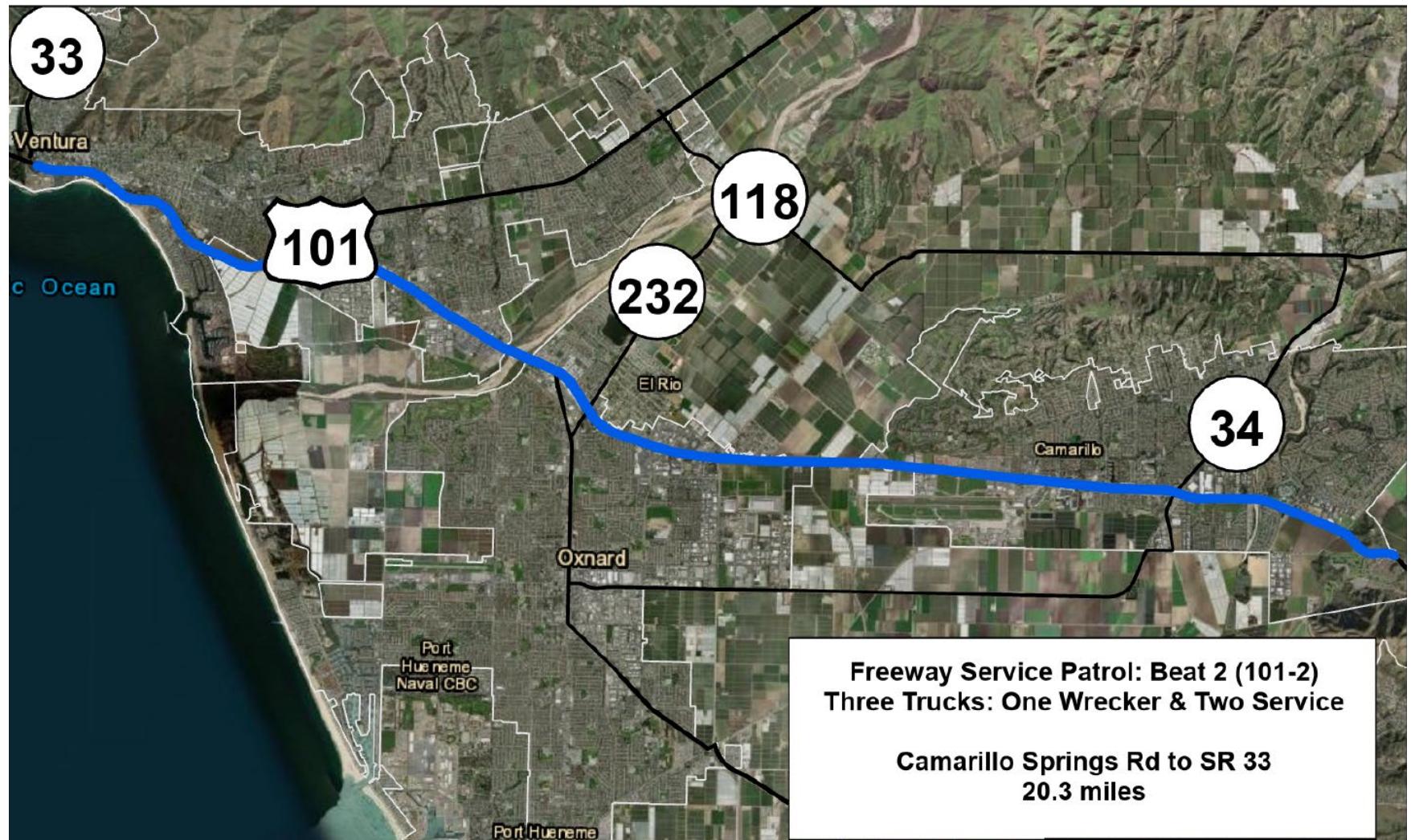
## Patrol Beat 5 (SR-126)

- Staff recommends that the SAFE Board not award a contract for Beat 5 (SR126) at this time.
- Beat 5 proposed rate for the first year of service is \$234 per truck hour, with a service level consisting of one service truck.
- Funding would require significant reliance on SAFE reserve funds.
- Operating cost is significantly below 3:1 benefit-cost goal.
- Higher value uses of SAFE funds:
  - CHP Enhanced Traffic Enforcement Contract
  - SoCal 511 System



VCTC

# Combine Patrol Beats 2 & 4





# FSP Service Recommendation

Beat	HWY	Beat Description			Primary Truck		Backup Truck
		FROM	TO	Miles	Wrecker	Service	
1	US101	LA County Line	Camarillo Springs Rd	10.5	1	1	1
2	US101	Camarillo Springs Rd	SR33	20.3	1	2	1
3	SR118	LA County Line	SR 23	14.2	1	1	1

**Monday – Friday from 6:30AM - 9:30AM & 2:00PM - 6:00PM**



# Proposed FSP Implementation – July 1<sup>st</sup>, 2026





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# Questions?

## VCTC Staff

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**California Highway Patrol**  
Officer Wren

