

June 15, 2026

Honorable Mayor Medrano and Members of the City Council

City of La Habra

100 East La Habra Boulevard

La Habra, California 90631

Re: Consideration Item No. 1 — Proposed Contract Services Agreement with Anaheim Fullerton Towing

Dear Mayor Medrano and Councilmembers:

My name is Gary Bains. I am the incoming Chief Executive Officer of Graham's Towing, Inc., located at 1501 East Lambert Road in La Habra. Graham's Towing has served the La Habra Police Department as its contracted tow provider for more than 30 years. I write to respectfully urge the City Council to pause tonight's vote and direct staff to conduct a formal, competitive procurement process before awarding this contract to any company.

I raise four specific concerns about the staff recommendation before you this evening.

1. No Competitive RFP Was Issued

The City did not issue a public Request for Proposals for this contract. Instead, Police Department staff conducted an informal, internal evaluation — selecting companies to interview, setting criteria they controlled, and reaching conclusions without published scoring or public disclosure. The staff report acknowledges borrowing RFP results from Buena Park (2023) and Brea (2026) to inform their selection. Those were other cities' formal competitive processes. Referencing them does not substitute for La Habra conducting its own.

Awarding a multi-year exclusive police towing contract without a formal RFP deprives the City of competitive pricing, denies qualified local operators a fair opportunity, and exposes the City to legal challenge. The cities of Buena Park and Brea ran formal RFPs for this exact same type of contract. La Habra's taxpayers and La Habra's businesses deserve the same standard.

2. Anaheim Fullerton Towing Appears to Violate the City's Five-Mile Radius Requirement

The staff report states that La Habra's Municipal Code requires any contracted tow company to maintain a tow yard within a five-mile radius of the City's boundary — and that this requirement disqualified other companies from consideration.

Anaheim Fullerton Towing's tow yard is located at 1600 East Orangethorpe Avenue, Fullerton, California. That address is approximately seven to eight road miles from La Habra's city boundary. Before the Council approves this contract, the City Attorney should confirm in writing that this facility satisfies the Municipal Code's radius requirement. If it does not, approving this agreement tonight creates immediate legal exposure.

By contrast, Graham's Towing is located at 1501 East Lambert Road — inside the City of La Habra. There is no closer compliant option available to this City. That proximity is not merely a logistical advantage; it is a response-time and officer-safety advantage on every call.

3. The Staff Report Misidentifies the Incoming Ownership of Graham's Towing

The staff report states that Mr. Hansen "had sold Graham's Towing to the Hadley Tow company" and refers throughout to "Hadley/Graham's Towing." This is factually incorrect. I am purchasing

Graham's Towing as an individual. I am not Hadley Tow. I have no ownership interest in Hadley Tow.

The report further states that the new ownership group "was disqualified from consideration as it has been reported that some executives from the company are currently under criminal investigation." I have no criminal history of any kind. I am not under investigation. If the Council disqualified Graham's Towing based on that characterization, it was based on a mistaken identity.

My professional record is a matter of public fact. I have held active law enforcement towing contracts continuously since 1991, including:

- LAPD Official Police Garage — Newton Division (2004–2013)
- City of Hawthorne Police Tow Contract (2006–2013)
- LAPD OPG South Bureau Heavy Duty Contract (2013–2015)
- LAPD Official Police Garage — Harbor Area Division (2022–present)
- Active service agreements with the DEA, Los Angeles County Sheriff's Department, and Port of Los Angeles Police

The LAPD, DEA, and LASD have entrusted me with their towing contracts. I respectfully submit that the La Habra City Council should have the opportunity to evaluate my actual record before disqualifying Graham's Towing based on a misidentification.

4. Pricing and Consumer Impact

The staff report's own pricing table shows that approving Anaheim Fullerton Towing will increase towing costs for La Habra residents by 37.5 percent (from \$200 to \$275 for a Class A tow) and storage costs by 50 percent (from \$50 to \$75 per day). These fees are paid directly by La Habra vehicle owners and their insurance companies. Graham's Towing is prepared to maintain the current pricing structure under new ownership.

Our Request to the City Council

We do not ask this Council to award us the contract tonight. We ask for a fair process — the same process that Buena Park and Brea required before selecting their tow contractors.

Specifically, we respectfully request that the Council:

- Table tonight's vote on the Anaheim Fullerton Towing agreement;
- Direct staff to issue a formal Request for Proposals for police towing services, open to all qualified operators with tow yards meeting the City's radius requirement;
- Direct the City Attorney to confirm in writing whether Anaheim Fullerton Towing's Fullerton facility satisfies La Habra Municipal Code's five-mile radius requirement; and
- Approve a short-term interim agreement with Graham's Towing at the current pricing schedule to maintain uninterrupted service while a formal RFP process is conducted.

Graham's Towing has served this community for over 30 years. Our facility is in La Habra. Our employees know La Habra. Under new leadership, we are committed to delivering the standard of service this Department and this City deserve — and we ask only for the opportunity to prove it through a fair and open process.

Thank you for your consideration.

Respectfully submitted,

Gary Bains

Incoming Chief Executive Officer

Graham's Towing, Inc.

1501 East Lambert Road, La Habra, CA 90631

(310) 856-1980 | gary@opg5.com