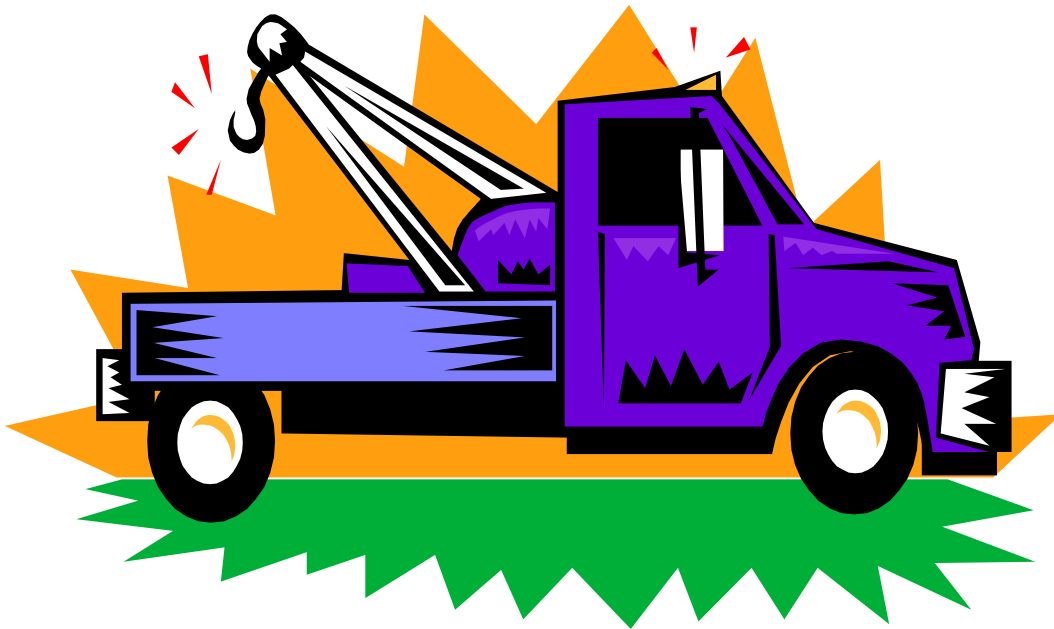


**CITY OF FORT LAUDERDALE
INTERNAL AUDIT OFFICE
AUDIT REPORT**

***Contract Compliance Review
Mac's Towing Services, Inc.***



**AUDIT NO. 02/03-XX-10
DATED August 13, 2003**

MEMORANDUM NO. 03-35

DATE: August 13, 2003

TO: Chief of Police/Bruce G. Roberts
Director of Administrative Services/Bruce Larkin

SUBJECT: *Compliance Review – Mac’s Towing Services, Inc. Contract (North and South Zones)*

Enclosed is a copy of the Final Report of Audit on the Compliance Review – Mac’s Towing Services, Inc. Contract (North and South Zones).

Allyson C. Love
Internal Audit Director

1 Attachment – Final Report of Audit

C: Floyd T. Johnson/City Manager
Bud Bentley/Assistant City Manager
Gregory Kisela/Assistant City Manager
Terry Sharp/Finance Director

ACL/cs

REPORT OF AUDIT NO. 02/03-XX-10

DATE: July 9, 2003

TO: Chief of Police/Bruce G. Roberts
Director of Administrative Services/Bruce Larkin

VIA: Internal Audit Director/Allyson C. Love

FROM: Staff Auditor/Rubiela N. Mendieta/954-522-2604x11

SUBJECT: *Compliance Review – Mac’s Towing Services, Inc. Contract
(North and South Zones)*

BACKGROUND

The Internal Audit Office performed a review of the City of Fort Lauderdale’s (herein “City”) Towing Contract 212-8409 awarded to Mac’s Towing, Inc. (herein “Contractor”) for the North and South Zones. The contract commenced on March 18, 2001 and will expire on March 17, 2004, which includes a one-year extension.

SCOPE

The overall objective of our review was to obtain reasonable assurance rates charged to owners for vehicles towed were in accordance with approved towing rates as outlined in the contract. In addition, we verified whether the Contractor was in compliance with other relevant contract provisions.

We judgmentally selected 78 City authorized tows/transactions assigned related to arrests, accidents, abandoned/prohibited parking and non-registered vehicles from October 1, 2002 through March 31, 2003. We matched each tow to the customer invoices and other related documents as necessary and evaluated its effectiveness and efficiency.

The review was conducted during the month of May 2003 according to generally accepted government auditing standards, and accordingly included tests of internal controls as considered necessary under the circumstances.

REPORT OF AUDIT NO. 02/03-XX-10

OVERALL EVALUATION

Our review revealed the Contractor charged owners of vehicles towed approved fee rates. However, we found other issues that need attention to ensure compliance with certain provisions of the contract.

FINDING 1

Internal control procedures were not adequate to validate the method of disposition for vehicles towed on a monthly basis and whether monthly reports were received by the 15th of each month.

Contract Provision 14 states the Contractor will submit to the Police Department, with a copy to Purchasing by the 15th of each month for the previous month, the following reports.

- 1. Towing Activity Report which includes for each and every tow: the date of tow, services call number assigned by FLPD, type of tow such as an accident, parking, abandoned, etc., total cost/generated income of tow, and license plate number.*
- 2. Vehicle Release Report which includes: all information contained in the Towing Activity Report, date vehicle was released or disposed of, method of disposition such as release to owner, release to City, etc., and a complete breakdown of all towing charges with a total including sales taxes.*

From October 2002 through March 2003, we noted the following concerns relative to Towing Activity and Vehicle Release Reports received.

- a. Two (2) Towing Activity Reports and two (2) Vehicle Release Reports were not date-stamped by Police to evidence whether they were received by the 15th of the month for the previous month's activities. Incoming mail is received directly by the Public Safety Communication Manager opposed to being received by a central person who can routinely date-stamp all documents received by the office. As a result, if the Manager is busy/out of office, the practice of date-stamping documents can be missed.

REPORT OF AUDIT NO. 02/03-XX-10

b. Five (5) Vehicle Release Reports did not include the method of disposition of the vehicles towed. The Public Safety Communication Manager did not enforce the requirement to have the method of disposition for vehicles identified in the report.

Enforcement of the requirement to submit complete monthly status reports on released vehicles will provide the City with statistical information and evidence to support the date reports are actually received.

RECOMMENDATIONS AND MANAGEMENT COMMENTS

The *Public Safety Communications Manager* should:

Recommendation 1. *Establish a procedure to have all Contractor's reports/documents received be immediately date-stamped to validate established deadlines are adhered to.*

Management Comment. *Management concurred with the finding and recommendation and stated:* "Arrangements will be made to have anyone who is covering for the public safety communications manager date stamp the reports. This will provide for date stamping during normal working hours, but not on Saturday, Sunday or holidays. When the fifteenth of the month falls on a Saturday or Sunday, a date stamp on Monday should be considered received on time and consistent with the spirit of the contract." **This item is closed.**

Recommendation 2. *Enforce the requirement for the Contractor to include the method of disposition in the Vehicle Release Reports on a monthly basis per contract.*

Management Comment. *Management concurred with the finding and recommendation and stated:* "Mac's towing will be notified that they need to include the method of disposition in the vehicle release reports. We will review the report in ninety days to ensure compliance.

It is recommended that in future contracts, the wording of the contract require that all reports be submitted in an electronic format that is in/or be able to be converted to either Excel or Access databases. This will provide for easier comparison of data." **This item is closed.**

REPORT OF AUDIT NO. 02/03-XX-10

FINDING 2

The City did not conduct an annual performance review of the Contractor's performance for the year 2002 prior to making a determination on whether the contract should be renewed/extended.

Contract provision 41 requires the City to conduct an Annual Performance Review of the Contractor, ninety (90) days prior to the contract anniversary date (March 18) and to forward a written copy to the Contractor with the results of the review. Contractor's performance on annual reviews will be an important consideration in the determination of extension term and its length.

The City was required to perform a review of the Contractor's performance in December 2002 for the prior contract period¹. However, no review was performed; yet the contract was extended in January 2003.

The Public Safety Communications Manager indicated due to a lack of staffing, annual performance reviews were not considered a priority; thus, a review was not accomplished.

Annual performance reviews will proactively alert the City of Contractor's performance on response times, customer complaints, care of vehicles and provide the basis to determine if the contract should be renewed/extended.

RECOMMENDATION 3

The Police Chief should require the Public Safety Communications Manager to schedule and conduct the required performance reviews in December of each year, prior to the upcoming anniversary date, March of the following year.

MANAGEMENT COMMENT

Management concurred with the finding and recommendation and stated:
"A contract review will be performed annually. It is requested that the City Auditor advise what items need to be included in the performance review. In addition, clerical assistance will be needed to pull and review reports."
This item is closed.

¹ The performance review should have covered January through December 2002.

REPORT OF AUDIT NO. 02/03-XX-10

FINDING 3

The City does not keep accurate records of the Contractor's length of time to respond to a Towing scene (from call notice to scene arrival) to assure performance efficiency is achieved.

City Police Department General Order No. 2002-015 – Towing Procedures requires (1) when a department member requests a tow from the City's contracted tow company, the dispatcher will indicate the date and time the tow company was notified of the request in the remarks section of the Computer Aided Dispatch System (CAD) and (2) when the Tow Company arrives on the scene, the requesting member will notify the dispatcher of the arrival and the dispatcher will indicate the date and time the tow company arrived on the scene in the CAD remarks section.

Contract provision 24 states the Contractor is to respond (arrive at the scene) within 20 minutes of notice at any time of day or night with appropriate equipment at the City's Police Department request, or in the case of City vehicles, by an authorized City employee. The following penalties should apply to the Contractor's failure to respond within the 20 minute time frame during each contractor year: 3rd Offense, a certified letter of warning; 4th Offense, \$250 fine; 5th Offense; \$350 fine or suspension at City's option; any further offense, \$500 fine, suspension, or termination at City's option ...

Our review of 78 tows revealed the following (**Schedule 1**).

- ◇ 49 (62.8%) were missing partially or completely the response time information per event chronology (Tow Log) from CAD.
- ◇ 6 (8%) resulted in response time over 20 minutes and no action was taken to track and, if warranted, assess fines to the Contractor for not meeting the required time on scene threshold. Internal audit did an analysis to quantify the value of the fines if the Contractor was assessed charges/fines for the late incidences and noted the City could have collected \$1,100.

Police Officers typically notified Police Dispatch when towing services were needed. However, Police Officers do not consistently notify Dispatch of the time the Contractor actually arrived at the scene.

REPORT OF AUDIT NO. 02/03-XX-10

Evidence of the Contractor's response time to incidents provides a means to monitor performance and assess penalties, if warranted, as an incentive to provide efficient services.

RECOMMENDATIONS AND MANAGEMENT COMMENTS

The *Public Safety Communications Manager* should:

Recommendation 4. *Inform Police Management that Police Officers are not fully complying with the General Order to call/report to Police Dispatch the time the Contractor arrives at scene of incident.*

Management Comment. *Management concurred with the finding and recommendation and stated:* "The Department will reissue the general order to all employees. In addition, if the times are not entered on the tow slips, the Records Unit will return the incomplete forms to the Assistant Chief of Operations for review and forwarding to the proper officer for completion." **This item is closed.**

Recommendation 5. *Periodically validate the Contractor's response time and, if warranted, fines/penalties should be assessed.*

Management Comment. *Management concurred in principle with the finding and recommendation and stated:* "There is no way in the Computer Aided Dispatch System (CAD) to know which incident required a wrecker to respond. Partial information could be obtained from the Records Division, which could be required to pull tow slips and compile a list of case numbers that required a wrecker. That information would have to be used to pull each CAD report to determine response time. Presently there is no staff available to do this type of research. **This item is closed.**

There is no way to track the time on each request, but when a review shows through documentation an excessive time delay we will bill Mac's." **This item is closed.**

REPORT OF AUDIT NO. 02/03-XX-10

FINDING 4

The Contractor does not maintain on its principal site a Cumulative Tow Log that list vehicles unclaimed by owners/lien holders for more than 30 days per contract specifications.

Contract Provision 13 item E states the Contractor should maintain at its Principal Compound, or Central Offices located within seven (7) miles of the City limits, files that include a log containing all vehicles that have remained unclaimed for thirty (30) days or more.

During our site visit conducted on May 20, 2003, the Contractor was unable to provide a log of unclaimed vehicles.

The Contractor assumed the Towing Activity Report submitted monthly was sufficient since a section in the report called "Active Invoices" listed unclaimed vehicles of the month. However, this report does not have cumulative data.

Maintenance of an unclaimed vehicle log can provide the Police Department with useful information relative to police investigations.

RECOMMENDATION 6

The Public Safety Communications Manager should require the Contractor to maintain a Cumulative, Up-to-date Log of Unclaimed Vehicles at their Principal Location² according to contract provision. The log should incorporate vehicles not claimed by the owner for 30 days or more. This report is needed for City inspection and/or auditing purposes.

MANAGEMENT COMMENT

Management concurred with the finding and recommendation and stated: "Mac's will be notified of the need to maintain a log of vehicles that have remained unclaimed for more then 30 days. We will request that a copy of that log be provided with the monthly reports. As stated in recommendation 2, the next tow contract should require electronic reporting." This item is closed.

² 418 Southwest 2nd Place, Dania, Florida 33004

REPORT OF AUDIT NO. 02/03-XX-10

FINDING 5

Police Records has not timely processed/input Tow Vehicle Reports into the I/Leads automated computer system, which delays the tracking of information considerably.

Per Fort Lauderdale Police Department Policy 111.1, the duties of the Fort Lauderdale Police Department Records Unit includes, but are not limited to: (a) Maintenance of uniform crime reporting document; (b) Data entry and retrieval; (c) Providing report copies for citizens and police officers; and, (d) Records processing and maintenance.

Towed Vehicle Reports (Tow Slips) dating as far back to 2002 up to 2003 are pending entry into the I/Leads Automated Computer System.

The Police Records Supervisor indicated the backlog is due to loss of staffing in their area; thus input of the Towed Vehicle Reports was not considered a high priority.

Timely processing/input of reports into police records automated system will provide for ready access to tow related information, which is essential for police investigations and court cases.

RECOMMENDATION 7

The Police Chief should require the Records Office to input the backlog of Towed Vehicle Reports.

MANAGEMENT COMMENT

Management concurred with the finding and recommendation and stated: “We agree it would be helpful to have the tow slips processed and filed in a timelier manner. Due to the lack of staffing and the need to handle priority reports such as the UCR cases, we will not be able to accomplish this.” **This item is closed.**

REPORT OF AUDIT NO. 02/03-XX-10

FINDING 6

The Contractor's invoice provided to owners of vehicles towed has an incorrect telephone number for the City's Police Department. Thus, if owners have questions/complaints, the ability to readily reach the City would be impaired.

Contract provision 11 requires on the back of the page of the invoice... the following information should be legibly printed or stamped: (a) A policy statement concerning rates, policies and procedures provided by the City of Fort Lauderdale, (b) A list of all approved rates, and (c) City telephone numbers for questions or complaints regarding the contract.

The City's telephone exchange prior to December 2000 was 761. However, back in December 2000, the exchange was modified to 828 and the invoices do not reflect the change.

The Contractor claimed the City did not make them aware of the change.

Accurate information on the Contractor's invoices will enable customers to readily contact the City.

RECOMMENDATION 8

The Public Safety Communication Manager should immediately notify the Contractor in writing of the City's correct telephone number and require invoices provided to customers be modified to reflect the change.

MANAGEMENT COMMENT

Management concurred with the finding and recommendation and stated: "Mac's will be contacted and advised that they need to print the correct police department telephone number on the tow receipts. If they have a large supply of the current receipts we will advise them that they need to have someone cross out the old number and write in the correct telephone number." This item is closed.

REPORT OF AUDIT NO. 02/03-XX-10

FINDING 7

Purchasing did not consistently date stamp when permit fee payments were actually received from the Contractor. As a result, we were not able to validate the timeliness of a payment.

Contract provision 03 states Annual Permit Fees shall be payable by four equal quarterly payments, in advance, and shall be due on the first business day of the contract quarter. If permit fees are delinquent, a late charge of \$50.00 shall be applied. If permit fees are more than (20) days late, Contractor is subject to suspension or cancellation at the City's sole option. Permit fee for both zones (North and South) within the City: \$50,000 per year (\$12,500 per quarter).

The Contractor paid the City the required permit fees of \$12,500 for December 2002 and March 2003, respectively. However, Internal Audit was unable to validate *when* the March 2003 payment was actually received by Purchasing since the date received was not recorded/stamped.

The Purchasing Assistant indicated when receipts are received by the office the document could be placed on the desk without being date stamped.

Establishment of a procedure to require all documents received by Purchasing to be date stamped will provide the means to evidence when payments are received and allow, when necessary, for late fees to be assessed.

RECOMMENDATION 9

The Manager of Procurement and Materials should implement a policy/procedure to require all documents/payments received by the office be immediately date-stamped to evidence when documents/payments are received. This will facilitate the assessment of late fees when warranted.

MANAGEMENT COMMENT

Management concurred with the finding and recommendation and stated:
“Current office procedure is, and has been, to stamp in all incoming mail, payments, bids, etc. that come into the Procurement and Materials Management office. Upon review of Mac’s receipts file for this contract, the vast majority are indeed date stamped by our office. This is in addition to the date stamp issued by the Treasury/Water Billing office when the

REPORT OF AUDIT NO. 02/03-XX-10

payment is actually made. We find that it is advantageous to put the additional date stamp on because if Treasury/Water Billing receives payment after a certain time in the afternoon (2:00 PM) they will indicate the payment as being received the next day, our stamp will indicate the correct date. If payment receipts are given to the front desk, as procedure dictates, they are date stamped at the time of receipt. The one receipt in question may have been an oversight in which the receipt was placed on someone's desk or handed to someone other than the front desk. Staff will double check receipts to assure that they have all been stamped in the future.” **This item is closed.**

EVALUATION OF MANAGEMENT COMMENTS

Management comments provided and actions taken and/or planned are considered responsive to the recommendations. In response to your management comment to recommendation 3, the annual performance reviews should verify compliance with the provisions as outlined in the contract from whether the Contractor responds to tows timely, sampling of tows actually made to determine whether authorized City rates were charged, and if required reports were submitted timely. Furthermore, other key provisions should also be reviewed, as considered necessary, to verify the Contractor’s performance.

Review of Mac's Towing, Inc. Contract 212-8409
Signed Towed Vehicle Reports Test

Schedule 1

#	Per Tow Slip Form								Per Police Dispatch System/CAD			Response Time >20 minutes	Comments
	Zone #	Zone (North/South)	Date	OR #	Signed by Officer/ Investigator	Tow Truck #	Signed by Tow Driver	Tow Driver's Name	Time of Call to Dispatch	Response Time of Arrival per Police Officer	Time between Dispatch & Actual Arrival		
1	300	South	10/23/02	02-137766	Yes	112	Yes	John Miller	2:35	2:43	7	No	
2	208	North	10/23/02	02-137925	No tow slip available at records				14:31	(a)	(a)	(a)	Call Cancelled
3	205	South	10/23/02	02-137937	Yes	129	Yes	Alex Toll	14:30	14:51	20	No	
4	307	South	10/24/02	02-138200	Yes	112	Yes	John Miller	2:23	2:31	7	No	
5	106	North	10/24/02	02-138192	Yes	112	Yes	John Miller	1:14	1:32	18	No	
6	203	South	11/2/02	02-142912	No tow slip available at records				(a)	22:52	(a)	(a)	
7	205	South	11/3/02	02-142954	No tow slip available at records				(a)	(a)	(a)	(a)	
8	308	South	11/4/02	02-143380	Yes	128	Yes	Dennis Pruitt	1:58	2:24	26	Yes	###
9	312	South	11/6/02	02-144601	Yes	122	Yes	Pedro Torres	17:25	18:04	38	Yes	###
10	202	South	11/7/02	02-144797	Yes	127	Yes	Robert Sisson	1:34	(a)	(a)	(a)	
11	theft auto	North	11/20/02	02-150974	No tow slip available at records				(a)	(a)	(a)	(a)	
12	304	South	12/22/02	02-165299	Yes	126	Yes	Kevin Hishoin	18:30	(a)	(a)	(a)	
13	201	South	12/24/02	02-166096	No tow slip available at records				(a)	(a)	(a)	(a)	Jump start of police Vehicle
14	106	North	12/25/02	02-166584	Yes	112	Yes	John Miller	2:58	(a)	(a)	(a)	
15	206	North	12/28/02	02-168192	Yes	106	Yes	Jeffrey Guthrie	(a)	(a)	(a)	(a)	
16	205	South	12/29/02	02-168342	Yes	127	Yes	Robert Sisson	4:10	4:24	13	No	Confiscated Vehicle towed to Police Compound
17	309	South	1/17/03	03-7643	Yes	119	Yes	Eddie Lawer	21:37	22:09	32	Yes	###
18	205	South	1/19/03	03-8327	Yes	121	Yes	Stephen Horton	17:12	17:25	12	No	
19	205	South	1/19/03	03-8428	No	119	Yes	Eddie Lawer	22:11	(a)	(a)	(a)	

Legend:

(a)	information not available
XXX	information illegible
###	Response Time exceeded 20 minutes

Review of Mac's Towing, Inc. Contract 212-8409
Signed Towed Vehicle Reports Test

Schedule 1

#	Per Tow Slip Form								Per Police Dispatch System/CAD			Response Time >20 minutes	Comments
	Zone #	Zone (North/South)	Date	OR #	Signed by Officer/ Investigator	Tow Truck #	Signed by Tow Driver	Tow Driver's Name	Time of Call to Dispatch	Response Time of Arrival per Police Officer	Time between Dispatch & Actual Arrival		
20	206	North	1/22/03	03-9357	Yes	107	Yes	Daniel Milby	(a)	(a)	(a)	(a)	
21	205	South	1/22/03	03-9393	Yes	127	Yes	Robert Sisson	3:30	(a)	(a)	(a)	
22	109	North	2/12/03	03-19246	Yes	106	Yes	Jeffrey Guthrie	23:28	(a)	(a)	(a)	
23	209	North	2/12/03	03-19348	Yes	117	Yes	Jack Gunter	8:49	(a)	(a)	(a)	
24	202	South	2/13/03	03-20240	Yes	107	Yes	Daniel Milby	22:17	22:33	15	No	
25	109	North	2/14/03	03-20549	Yes	110	Yes	Pat Mackintosh	16:35	16:37	1	No	
26	206	North	3/5/03	03-29700	Yes	108	Yes	XXX	12:08	(a)	(a)	(a)	
27	103	North	10/1/02	02-127601	Yes	129	Yes	Alex Toll	12:34	(a)	(a)	(a)	
28	306	South	10/8/02	02-130830	Yes	129	Yes	Alex Toll	8:18	(a)	(a)	(a)	
29	207	North	10/15/02	02-134119	Yes	112	Yes	John Miller	7:35	(a)	(a)	(a)	
30	(a)	(a)	10/19/02	02-136143	Yes	125	Yes	Bill Mercier	13:03	(a)	(a)	(a)	
31	208	North	11/11/02	02-146738	Yes	122	Yes	Pedro Torres	9:22	(a)	(a)	(a)	
32	205	South	11/12/02	02-147220	Yes	129	Yes	Alex Toll	10:11	(a)	(a)	(a)	
33	302	South	11/12/02	02-147264	Yes	119	Yes	Eddie Lawer	12:27	(a)	(a)	(a)	
34	208	North	11/12/02	02-147325	Yes	119	Yes	Eddie Lawer	14:58	15:14	15	No	
35	310	South	12/10/02	02-159964	Yes	107	Yes	Daniel Milby	18:25	(a)	(a)	(a)	
36	(a)	(a)	12/10/02	02-159997	Yes	121	Yes	Stephen Horton	20:18	(a)	(a)	(a)	
37	207	North	12/11/02	02-160095	Yes	127	Yes	Robert Sisson	1:19	(a)	(a)	(a)	
38	308	South	12/11/02	02-160172	Yes	122	Yes	Pedro Torres	9:16	9:42	25	Yes	###
39	105	North	12/11/02	02-160186	Yes	125	Yes	Bill Mercier	(a)	(a)	(a)	(a)	
40	103	North	1/8/03	03-3461	Yes	125	Yes	Bill Mercier	15:23	(a)	(a)	(a)	
41	302	South	1/9/03	03-3653	Yes	107	Yes	Daniel Milby	0:49	0:59	10	No	
42	107	North	1/9/03	03-3911	Yes	117	Yes	Jack Gunter	15:52	16:11	18	No	
43	107	North	1/20/03	03-8622	Yes	117	Yes	Jack Gunter	11:43	(a)	(a)	(a)	
44	312	South	1/21/03	03-8891	Yes	128	Yes	Dennis Pruitt	1:27	1:48	20	No	
45	105	North	2/12/03	03-19374	Yes	118	Yes	Dennis Dixon	9:32	9:36	4	No	2 tows requested

Review of Mac's Towing, Inc. Contract 212-8409
Signed Towed Vehicle Reports Test

Schedule 1

#	Per Tow Slip Form								Per Police Dispatch System/CAD			Response Time >20 minutes	Comments
	Zone #	Zone (North/South)	Date	OR #	Signed by Officer/ Investigator	Tow Truck #	Signed by Tow Driver	Tow Driver's Name	Time of Call to Dispatch	Response Time of Arrival per Police Officer	Time between Dispatch & Actual Arrival		
46	105	North	2/12/03	03-19374	Yes	125	Yes	Bill Mercier	9:32	9:36	4	No	2 tows requested
47	(a)	(a)	2/12/03	03-19594	No	106	Yes	Jeffrey Guthrie	17:39	(a)	(a)	(a)	
48	208	North	2/13/03	03-19872	Yes	122	Yes	Pedro Torres	(a)	(a)	(a)	(a)	
49	308	South	3/1/03	03-27640	Yes	122	Yes	Pedro Torres	8:35	(a)	(a)	(a)	
50	206	North	3/1/03	03-27756	Yes	129	Yes	Alex Toll	(a)	(a)	(a)	(a)	
51	116	North	3/2/03	03-28311	Yes	125	Yes	Bill Mercier	17:09	(a)	(a)	(a)	
52	302	South	3/4/03	03-29100	Yes	126	Yes	Kevin Hishon	(a)	(a)	(a)	(a)	
53	101	South	10/26/02	02-139410	Yes	122	Yes	Pedro Torres	17:13	17:22	9	No	
54	101	South	11/14/02	02-148162	Yes	119	Yes	Eddie Lawer	10:17	10:37	20	No	
55	205	South	12/13/02	02-161169	Yes	117	Yes	Jack Gunter	9:25	(a)	(a)	(a)	
56	202	South	1/5/03	03-1922	Yes	106	Yes	Jeffrey Guthrie	0:34	0:43	9	No	
57	107	North	2/21/03	03-24087	Yes	112	Yes	John Miller	23:48	0:18	30	Yes	###
58	206	North	10/2/02	02-128027	Yes	121	Yes	Stephen Horton	9:18	(a)	(a)	(a)	
59	109	North	10/7/02	02-130316	Yes	128	Yes	Dennis Pruitt	2:20	(a)	(a)	(a)	
60	(a)	(a)	10/22/02	02-137415	Yes	121	Yes	Stephen Horton	9:43	10:05	21	Yes	###
61	201	South	11/8/02	02-145218	Yes	107	Yes	Daniel Milby	0:20	0:39	19	No	
62	209	North	12/9/02	02-159459	Yes	106	Yes	Jeffrey Guthrie	16:55	(a)	(a)	(a)	
63	312	South	12/27/02	02-167454	No	125	Yes	Bill Mercier	10:28	10:30	2	No	
64	205	South	1/16/03	03-6829	Yes	112	Yes	John Miller	1:59	(a)	(a)	(a)	
65	119	North	1/25/03	03-10847	Yes	127	Yes	Robert Sisson	1:32	1:43	11	No	
66	108	North	2/10/03	03-18734	Yes	106	Yes	Jeffrey Guthrie	22:45	(a)	(a)	(a)	
67	204	South	3/9/03	03-31907	Yes	125	Yes	Bill Mercier	(a)	(a)	(a)	(a)	
68	311	South	3/12/03	03-33068	Yes	127	Yes	Robert Sisson	0:50	(a)	(a)	(a)	
69	205	South	3/19/03	03-36897	Yes	107	Yes	Daniel Milby	(a)	(a)	(a)	(a)	
70	202	South	3/20/03	03-36957	Yes	107	Yes	Daniel Milby	0:36	(a)	(a)	(a)	

Review of Mac's Towing, Inc. Contract 212-8409
Signed Towed Vehicle Reports Test

Schedule 1

#	Per Tow Slip Form								Per Police Dispatch System/CAD			Response Time >20 minutes	Comments
	Zone #	Zone (North/South)	Date	OR #	Signed by Officer/ Investigator	Tow Truck #	Signed by Tow Driver	Tow Driver's Name	Time of Call to Dispatch	Response Time of Arrival per Police Officer	Time between Dispatch & Actual Arrival		
71	200	South	3/24/03	03-38853	Yes	119	Yes	Eddie Lawer	(a)	(a)	(a)	(a)	Vehicles at Mac's towing compound
72	203	South	3/31/03	03-42305	Yes	128	Yes	Dennis Pruitt	(a)	3:03	(a)	(a)	
73	105	North	12/20/02	02-164467	Yes	118	Yes	Dennis Dixon	(a)	(a)	(a)	(a)	
74	119	North	1/8/03	03-3376	Yes	126	Yes	Kevin Hishon	10:35	(a)	(a)	(a)	
75	118	North	3/31/03	03-42350	Yes	127	Yes	Robert Sisson	7:19	(a)	(a)	(a)	Vehicle at Mac's towing compound
76	101	South	10/14/02	02-133928	Yes	106	Yes	Jeffrey Guthrie	18:48	19:06	18	No	
77	101	South	11/4/02	02-143630	Yes	126	Yes	Kevin Hishon	16:26	16:46	19	No	
78	105	North	11/25/02	02-153359	Yes	(a)	No	(a)	15:02	15:06	3	No	

Analysis of Response Time >20 minutes:

#	Date	OR#	Response Time	Offense #	Fines Charges
8	11/04/02	02-143380	26	1st	No Charge
9	11/06/02	02-144601	38	2nd	No Charge
17	01/17/03	03-7643	32	3rd	Warning
38	12/11/02	02-160172	25	4th	\$ 250.00
57	02/21/03	03-24087	30	5th	350.00
60	10/22/02	02-137415	21	6th	500.00
					<u>\$ 1,100.00</u>