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To Whom It May Concern:

Assured Towing Inc. suffered from staffing shortages and equipment failure that sometimes caused delayed service in its performance of the West Zone towing contract. The company met with representatives from the City and submitted a new proposal to ensure compliance with all contractual requirements.

On October 30, 2009 the City accepted Assured Towing Inc.'s proposal and reinstated the company to restart towing in the West Zone at 12:01 a.m. November 1, 2009. The proposal included a new staffing plan with additional employees, as well as more equipment dedicated to performance of the contracting duties of the City. Since the time of reinstatement, Assured Towing Inc. has responded within the 30-minute requirement above 98% and is averaging a 14-minute response time.

Thank you,

-Assured Towing Inc.