

Michelle Gimbel

From: Jaime Ramos
Sent: Sunday, August 02, 2009 2:09 AM
To: Michael Tucker
Cc: Armando Alderete; Michelle Gimbel
Subject: Refusal of Tow by Assured DOI 07.31.09 @ 1740

Please be advised,

A complaint was received by Off. Michael Cokerham, stated that Assured Towing Company refused to pick up a tow at 1740 on 7/31/09. He stated that dispatcher called advising that they could not make the scene. Thereafter, I asked the officer if SAPD dispatcher called for back up and he stated, "Yes, the back-up wrecker would be on their way"....then officer added that it "has happened numerous times and it is a recurring problem." I advised the officer that I would investigate and research in order to follow this case closely and further enforce and check for any violations. After hanging up with the officer I followed-up with a call to the Assured dispatcher, Brad, and asked him the details of this situation in this particular case and he stated, "We could not respond to the call due to the fact that we only have 2 wreckers available, the other two of which one was in New Braunfels and the other inoperable."

I also made attempts to call Mr. Mark Schroeder, general manager, but could not reach him or anyone else.

Please be advised case # 90572534.

Thanks,

Jaime Ramos,
Transportation Inspector II, #9484

9/14/2009

Michelle Gimbel

From: Armando Alderete
Sent: Tuesday, July 28, 2009 12:17 PM
To: Michael Tucker
Cc: Michelle Gimbel; Lee Rakun
Subject: thirty minte violation assured,07-25-09

Attachments: thirty minte violation assured,07-25-09.doc



thirty minte
violation assured...

I am very concern that Assured towing is refusing city calls or not showing up to the calls. This is very dangerous for the officers out in the field. To me it shows that they don't have the equipment and drivers to make the calls. Allied (sapd case #90550826) picked up for Assured on July 23, 2009 and because Assured Towing was a no show to the call. I am requesting that proper disciplinary action (maybe a suspension) be taken against Assured Towing. Something needs to be done before somebody gets seriously hurt.



CITY OF SAN ANTONIO INTEROFFICE CORRESPONDENCE

TO : Mark Hull, Assured Towing
FROM : Armando R. Alderete #9737, Transportation Inspector 2
COPIES : Michael Tucker, File Copies
REF : Thirty Minute Violation
DATE : July 28, 2009

On July 25, 2009, a wrecker from Assured Towing was requested to make 1200 Jewett St. Officer J. Martinez #262 stated that he ordered a wrecker at 0346 hrs and then had his dispatcher check for a eta on the wrecker at 0436hrs. After 50 minutes, Assured Towing said that they are not coming out, because they would not make it on time. At 0442 hrs, ATS was dispatched to make the call at 044hrs and arrived at 0456hrs. Assured was a no show.

Assured Towing is in Violation of City Wrecker Contract 4.1 (b) which states failing to respond to a city call within thirty minutes (30). As per city wrecker contract, the contractor will be assessed a fee of fifty dollars (\$50.00).

ARA9737

Michelle Gimbel

From: Armando Alderete
Sent: Friday, July 31, 2009 11:28 AM
To: Michelle Gimbel
Cc: Michael Tucker; Kimberly McGehee Aldrich
Subject: Thirty minute violation Assured Towing,07-30-09

Attachments: Thirty minute violation Assured Towing,07-30-09.doc



Thirty minute
violation Assure...

I have two actual complaints. One from an officer and one from sapd dispatcher showing that Assured Towing refused the calls. I have a third one for a no show but there was n't a complaint on them. I am requesting that Assured Towing be suspended or removed from the City Wrecker Contract for refusing city calls. Thanks



CITY OF SAN ANTONIO INTEROFFICE CORRESPONDENCE

TO : Mark Hull, Assured Towing
FROM : Armando R. Alderete #9737, Transportation Inspector 2
COPIES : Michael Tucker, File Copies
REF : Refuse City Call, 07-30-09
DATE : July 31, 2009

On July 30, 2009, a wrecker from Assured Towing was requested to Crestfield @ Military Dr. W. (sapd case# 90570059) to recover a vehicle for a Prisoner's Vehicle. First request came in at 1812hrs, second request and eta at 1854hrs, and a third request was at 1912hrs with still no results. SAPD Dispatcher Annabel call by phone Assured Towing and was advised by General Manager Mark Schroeder that Assured was not going to make the call. This was an hour and 5 minutes after intial request.

Assured Towing was in Violation of City Wrecker Contract 4.1 (b) which states failing to respond to city call within Thirty (30) minutes. As per city wrecker contract, the contractor will be assessed a fee of fifty dollars (\$50.00).

ARA9737



*San Antonio Police Department
Interoffice Correspondence*



Date 08/05/09

TO: Armando Alderete #9737

CC: Sgt. M. Randle #3238; Sgt. W. Armstrong #3019;

FROM: Jesusita P. Puebla #9454
Sr. Police Dispatcher

SUBJECT: Assured Towing Incident

On Saturday, July 25, 2009 while working West Patrol dispatch I requested a wrecker from Assured Towing at 0346hrs for an accident at 1200 Jewett under case #90-555597. At ~0430hrs 5140C, Officer Martinez, J #0262 asked for the confirmation time of the wrecker; to which I found out that the wrecker company never confirmed the wrecker when I ordered it. I advised the officer to stand by while I called the Assured to find out what was going on. Upon calling Assured I spoke with a female dispatcher, I cannot remember her name at this time, to which I asked if she had received the request and if there was an ETA. The dispatcher advised me that her boss said they were not going to be able to make the call so for her not to confirm it. I responded to her that it would have been nice for someone to have called to advise me of this since the officers had been waiting for almost an hour. When I disconnected with the Assured dispatcher I advised 5140C what had happened and that I would be calling Allied, who is the backup wrecker company for West, and asking for a wrecker. I then sent 5140C a message advising of the initial time I ordered the wrecker. I then sent a cancellation for the wrecker and sent a request to the backup wrecker company of Allied. I also called Allied to be sure that the request had gone through and to advise the dispatcher of the situation and that the officers had been waiting. The dispatcher agreed and said they would have someone there. A few minutes later Allied called back and advised that they would not be able to make the call in 30minutes. I therefore then sent another cancellation and a request for the backup of the backup, to which was ATS Towing on Prue's side. I also called them to be sure the request went through and to advise them of the situation. They thus were the wrecker company that showed up to the location.