

1000.15 SUBJECT: WRECKER SERVICE CONTRACT ADMINISTRATION

- :1 OBJECTIVE:
To establish methods and procedures for ensuring compliance with Wrecker Service Contracts.
- :2 AUTHORITY:
This procedure amended by City Council September 15, 2003.
- :3 DIRECTION:
The Director of Purchasing and Materials Management, as an appointed official, serves at the pleasure of, and receives direction from the Mayor through the General Administration Department Director.
- :4 METHOD OF OPERATION:
- A. Monthly Reports
Purchasing and Materials Management will ensure that monthly reports are obtained from contractors.
- B. Bonds and Certificates
Director of Purchasing and Materials Management will ensure that all the contractors' performance bonds and certificates of insurance are kept current and are on file in Purchasing.
- C. Complaints
City agencies utilizing wrecker services (OPD, Fleet/Facilities Management, Code Enforcement etc.) will fully document complaints against wrecker contractors and forward same to the Director of Purchasing and Materials Management for resolution if the using department cannot resolve the issue. The Director of Purchasing and Materials Management will accomplish the following, as appropriate:
- Resolve the issue with the contractor by having the contractor or City take appropriate action to everyone's satisfaction.
 - In the event satisfactory service is not obtainable, a "show cause" letter will be issued. This letter will list the deficiency(ies) and inform the contractor termination is imminent unless a resolution is reached within a stated number of days. (The number of days will vary with the circumstances involved.)
 - Proceed with termination, if appropriate.
 - In the event of termination, resolicit bids or award to the next lowest bidder.
 - Issue any and all change orders and modifications to the contracts, and ensure all using agencies are promptly advised of such changes.
- D. Fleet Management
1. *Monitoring*
Fleet Management is responsible for the day-to-day monitoring of the wrecker contract for City-owned or leased vehicles. Only the Fleet Management Bureau may authorize use of the wrecker service. This authorization has been delegated

to the OPD Dispatcher for Police vehicles during the hours when the Fleet/Facilities Management Bureau is not operating.

2. *Monthly Reports*

Fleet Management receives copies of each tow ticket daily as the service is verbally authorized. Tow ticket copies are reviewed by the dispatcher to ensure proper authorization of the wrecker service and the two ticket copies forwarded to the Bureau Property Clerk. At the end of each calendar month, the wrecker contractor provides a monthly statement listing each tow service, the authorizing ticket number, and the amount of the charge with a copy of each ticket attached to the statement. Each charge will be reviewed by the Property Clerk and matched with the advance copy of the authorized/approved tow ticket to validate the service and related charges. Discrepancies will be reviewed with the contractor. Unresolved discrepancies will be reported to the appropriate Purchasing and Materials Management Contract Administrator in writing for resolution. Each approved wrecker charge will be received by Fleet-Management using standard procedure.

3. *Complaints*

City agencies will promptly forward to Purchasing all documentation relative to problems with wrecker service.

4. *Tow Calls*

When a City owned/leased vehicle is disabled, the vehicle operator must call the dispatcher at Fleet Management to report the problem and location. Fleet Management will determine whether the vehicle should be towed or repaired at the site of breakdown.

If the vehicle is to be towed, the dispatcher will call the wrecker company and log in the call.

5. *Private Vehicle Tows*

Service charges for towing of privately owned personal vehicles of City employees will only be paid by the City in accordance with the procedure established for the use of private vehicles for City business and must be specifically approved by the Bureau Chief of Fleet Management or his designee.

E. Orlando Police Department's Responsibilities

The detailed responsibilities of OPD in utilizing the wrecker services are contained in OPD Policy and Procedures Manual. The dispatcher at the Orlando Police Department will, during times when the Fleet Management Bureau is closed, contact the wrecker company for towing of City Police vehicles.

F. Code Enforcement Bureau's Utilization of Services

The detailed procedure governing the Code Enforcement Section's use of the wrecker services are described in the Code Enforcement Manager's policy statement. The Code Enforcement Section may directly request wrecker service for removal of disabled or abandoned vehicles other than City vehicles.

:5 FORMS:
 None.

:6 COMMITTEE RESPONSIBILITIES:
 None.

:7 REFERENCE:
 City of Orlando Code, Chapter 7. Procedure adopted by City Council August 11, 1986, Item 9, A-3; amended August 15, 1988, Item 14, A-13; amended July 26, 1993; amended April 17, 2000, Item 3-D; policy section # changed from 191.15, April 2004.

:8 EFFECTIVE DATE:
 This procedure effective September 15, 2003.