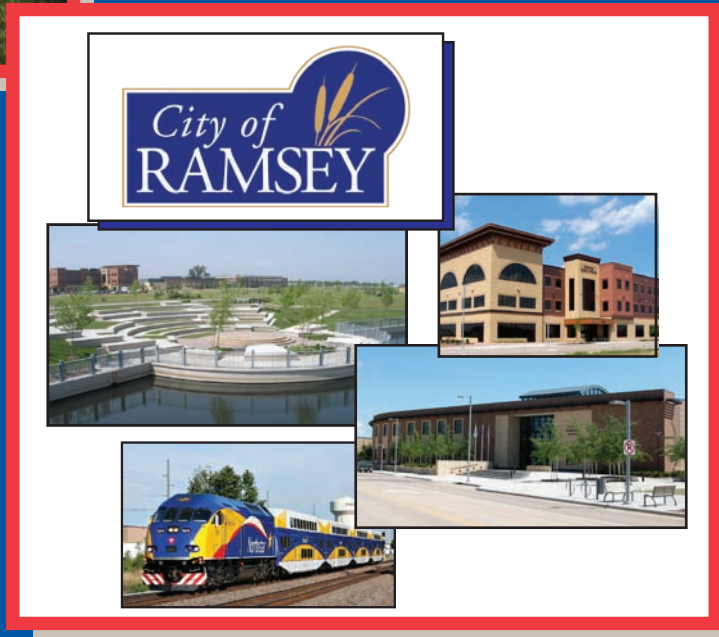


June 15, 2015



Proposal for Towing, Impounding and Storage of Motor Vehicles

Citywide Service Corp. &
City of Ramsey



Introduction

CITYWIDE SERVICE

Towing and Recovery Specialists

Ramsey Location

14300 Sunfish Lake Blvd. NW
Ramsey, MN 55303

**Towing Road Service &
Impound Lot**

763 424 4900

Service & Repair Office

763 432 4550

Fax

763 315 1470

Dear Police Chief Katers,

Thank you for considering Citywide as the towing service to provide the towing, impounding, and storage of motor vehicles for your city's next contract period. We are confident that you will find our proposal thoughtful, thorough, and it will show Citywide as the most qualified proposer.

Throughout our proposal, you will find example after example of how Citywide operates with the utmost professionalism in our appearance of personnel, facilities, and equipment. We have included chapters of equipment, personnel, premises and facilities, practices and liabilities, records, insurance, communications, performance bond, references and community involvement, and charges.

In addition to our long list of qualifications that far exceed the requirements to be considered set forth in your Request for Proposal, Citywide has a long history of experience that has resulted in an excellent track record and reputation for providing this service. Citywide has provided similar service to the Anoka County Sheriff's Office (past owner), the Brooklyn Center Police Department, the Brooklyn Park Police Department, the Champlin Police Department, the Corcoran Police Department, the Hennepin County Sheriff's Office, the Maple Grove Police Department, the Minnesota State Patrol, the Osseo Police Department, the Ramsey Police Department, and the Three Rivers Park District Police Department, Citywide is committed to providing service that far exceeds the expectations of those that depend on us on a daily basis.

Please review the following proposal and feel free to contact us with any questions. We look forward to continuing our already established working relationship by continuing to provide this much needed service to the City of Ramsey.

Sincerely,

Brett and Anne Letourneau
President and Vice President

Equipment

Citywide has all of the equipment necessary to perform the duties suggested in your Request for Proposal and much of it is conveniently located at our office, 14300 Sunfish Lake Blvd. NW, Ramsey, MN 55303 which is just 1.4 miles from the intersection of Ramsey Blvd. NW (Co. Rd. 56) and Bunker Lake Blvd. NW (Co. Rd. 116), Ramsey, MN 55303 which is well under the 10 mile maximum radius.

The following pages will show all equipment that Citywide currently uses to fulfill its obligations of the current contract with you and it is the same equipment that we intend to continue to use after a contract is negotiated. All of our equipment is owned (some with lien holders), not leased, and we do not intend to purchase any additional equipment to perform the duties of this contract.

Citywide takes great pride in the maintenance and appearance of our equipment and we certify that it is all in good repair and working order. All trucks governed by MN DOT regulations have up-to-date annual vehicle inspections. The trucks not governed by MN DOT regulations get annual “in house” inspections by an ASE Certified Automotive Technician in addition to the regularly scheduled maintenance.

In addition to the equipment listed for each individual truck, Citywide has mobile communication equipment in each truck and at the shop which allows communication with and between all towing units and the storage and parking lot facility. This equipment includes:

- ♦ 2 way 400mhz trunked radio system
- ♦ Mobile Dispatch Computers mounted in the trucks
- ♦ Cell phones which are capable of 2-way communications with Anoka County Central Communications (Dispatch)

We are certain that you will find our equipment modern, well kept, and capable of the continued performance of the contract with the City of Ramsey.

Equipment (cont)

2003 Chevrolet K2500 4x4 Extended Cab Tow Truck with Snow Plow GVW 9,000 lbs.
Minnesota license # 699DNU

Capabilities:

- Towing passenger vehicles, including cars, light trucks (3/4 ton or less), vans, utility vehicles, 4x4's, and motorcycles (to include ATV's, snowmobiles and minibikes)
- Off Road Recovery
- Rendering Emergency Road Service to stranded motorists including: Jump starts, Tire Changes, Vehicle Lock Outs, Fuel delivery, Minor roadside repairs, Light Recovery (pull out)
- Multi-passenger transport
- Towing vehicles in and out of low clearance parking facilities

Equipment:

- Self Loading Tow Dollies which makes it capable of moving vehicles not amenable to towing or to move a completely or partially demolished vehicle
- Wheel lift which further controls the movement of towed vehicle
- Broom
- Shovel
- Crash Debris Container
- Fluid Clean up material
- Hand Tools
- Portable Starting unit
- "Under the Hood" Starting unit
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps
- Snow Plow



2007 International 4400 Extended Cab Single Axle Medium Duty Tow Truck
GVW 33,000lbs.
Minnesota License # YAZ5836

Capabilities:

- Towing Vehicles with a 3/4 ton to 1 1/2 ton capacity
- Recovery (winching) Medium Duty Trucks, motor homes, and other large items
- Towing passenger vehicles, including cars, light trucks (3/4 ton or less), vans, utility vehicles, 4x4's, and motorcycles (to include ATV's, snowmobiles and minibikes)
- Off Road Recovery (winching)
- Rendering Emergency Road Service to stranded motorists including: Jump starts, Tire Changes, Vehicle Lock Outs, Fuel delivery, Minor roadside repairs, Light Recovery (pull out), Pushing a stalled vehicle from traffic lanes
- Multi-passenger transport

Equipment:

- Extendable boom (crane) with 2 winches
- Underlift with wheel lift attachments which further controls the movement of towed vehicle
- Hydraulic Outriggers for stabilization during extreme winching
- Assorted Medium Duty recovery straps and chains
- Chains certified for overhead lifting
- Self Loading Tow Dollies which makes it capable of moving vehicles not amenable to towing or to move a completely or partially demolished vehicle
- Air compressor
- Broom
- Shovel
- Crash Debris Container
- Fluid Clean up material
- Hand Tools
- Portable Starting unit
- "Under the Hood" Starting unit
- Rubber Push bumper
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps



**CITYWIDE
SERVICE**
Towing and Recovery Specialists

Equipment (cont)



2007 Sterling Acterra Heavy Duty Tandem Axle Tow Truck GVW 52,000 lbs.
Minnesota License # YBC6764

Capabilities:

- Towing vehicles larger than 1 1/2 ton capacity
- Recovery (winching) Heavy Duty Trucks, motor homes, and other large items
- Towing passenger vehicles, including cars, light trucks (3/4 ton or less), vans, utility vehicles, 4x4's, and motorcycles (to include ATV's, snowmobiles and minibikes)
- Off road Recovery (winching)
- Rendering Emergency Road Service to stranded motorists including: Jump starts, Tire Changes, Vehicle Lock Outs, Fuel delivery, Minor roadside repairs, Light Recovery (pull out)

Equipment:

- Extendable boom (crane) with 2 winches
- Underlift with wheel lift attachments which further controls the movement of towed vehicle
- Hydraulic Outriggers for stabilization during extreme winching
- Assorted Heavy Duty recovery straps and chains
- Chains certified for overhead lifting
- Broom
- Shovel
- Crash Debris Container
- Fluid Clean up material
- Hand Tools
- Portable Starting unit
- "Under the Hood" Starting unit
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps
- Air compressor

2007 Chevrolet K3500 4x4 Extended Cab Tow Truck GVW 15,000 lbs.
Minnesota License # YBA5579

Capabilities:

- Towing passenger vehicles, including cars, light trucks (3/4 ton or less), vans, utility vehicles, 4x4's, and motorcycles (to include ATV's, snowmobiles and minibikes)
- Off road Recovery (winching)
- Rendering Emergency Road Service to stranded motorists including: Jump starts, Tire Changes, Vehicle Lock Outs, Fuel delivery, Minor roadside repairs, Light Recovery (pull out)
- Multi-passenger transport
- Towing vehicles in and out of low clearance parking facilities

Equipment:

- Extendable Boom (crane) with 2 winches
- Self Loading wheel lift making it further equipped to control movement of the towed vehicle
- Self Loading Tow Dollies which makes it capable of moving vehicles not amenable to towing or to move a completely or partially demolished vehicle
- Broom
- Shovel
- Crash Debris Container
- Fluid Clean up material
- Hand Tools
- Portable Starting unit
- "Under the Hood" Starting unit
- Rubber Push bars
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps
- Air compressor
- Chains certified for overhead lifting



Equipment (cont)



2008 Dodge 5500 4x4 Car Carrier Flatbed GVW 21,000 lbs.
Minnesota License # YAZ5132

Capabilities:

- Towing passenger vehicles, including cars, light trucks (3/4 ton or less), vans, utility vehicles, 4x4's, and motorcycles (to include ATV's, snowmobiles and minibikes)
- Off Road Recovery and vehicle recovery (winching and transport)
- Rendering Emergency Road Service to stranded motorists including: Jump starts, Tire Changes, Vehicle Lock Outs, Fuel delivery, Minor roadside repairs, Light Recovery (pull out)

Equipment:

- Car Carrier Flatbed with winch that makes it further equipped to control movement of towed vehicle
- Car Carrier Flatbed and self loading tow dollies which make it capable of moving vehicles not amenable to towing or moving completely or partially demolished vehicles
- Chains certified for overhead lifting
- Air compressor
- Broom
- Shovel
- Crash Debris Container
- Fluid Clean up material
- Hand Tools
- Portable Starting unit
- "Under the Hood" Starting unit
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps

2000 Chevrolet C1500 Service Truck
Minnesota License VZU103

Capabilities:

- Rendering Emergency Road Service to stranded motorists including: Jump starts, Tire Changes, Vehicle Lock Outs, Fuel delivery, Minor roadside repairs, Light Recovery (pull out), Pushing a stalled vehicle from traffic lanes, Diagnosing Electrical System Problems, Mobile Battery Replacement (truck carries a load of new batteries for sale)

Equipment:

- Hand Tools
- Portable Starting unit
- "Under the Hood" Starting unit
- Electrical System Tester
- Rubber Push bars (similar to squad cars)
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps
- Assorted Fuses and Terminals
- New battery Cables
- New Batteries
- Air compressor



**CITYWIDE
SERVICE**
Towing and Recovery Specialists

Equipment (cont)

2011 Ford F350 4x4 Extended Cab Tow Truck GVW 15,000 lbs.
Minnesota License YBE3345

Capabilities:

- Towing passenger vehicles, including cars, light trucks (3/4 ton or less), vans, utility vehicles, 4x4's, and motorcycles (to include ATV's, snowmobiles and minibikes)
- Off Road Recovery (winching)
- Rendering Emergency Road Service to stranded motorists including: Jump starts, Tire Changes, Vehicle Lock Outs, Fuel delivery, Minor roadside repairs, Light Recovery (pull out)
- Multi-passenger transport
- Towing vehicles in and out of low clearance parking facilities

Equipment:

- Extendable Boom (crane) with winch
- Self Loading Wheel lift making it further equipped to control movement of the towed vehicle
- Self Loading Tow Dollies which makes it capable of moving vehicles not amendable to towing or to move a completely or partially demolished vehicle
- Chains certified for overhead lifting
- Air compressor
- Broom
- Shovel
- Crash Debris Container
- Fluid Clean up material
- Hand Tools
- Portable Starting unit
- "Under the Hood" Starting unit
- Electrical System Tester
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps



2010 Chevrolet K2500 4x4 Extended Cab Service Truck
Minnesota License # 355DVA

Capabilities:

- Off Road Recovery
- Rendering Emergency Road Service to stranded motorists including: Jump starts, Tire Changes, Vehicle Lock Outs, Fuel delivery, Minor roadside repairs, Light Recovery (pull out), Diagnosing Electrical System Problems, Mobile Battery Replacement (truck carries a load of new batteries for sale)
- Multi-passenger transport
- Towing vehicles in and out of low clearance parking facilities

Equipment:

- Fluid Clean up material
- Hand Tools
- Portable Starting unit
- "Under the Hood" Starting unit
- Electrical System Tester
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps
- Assorted Fuses and Terminals
- New Battery Cables
- New Batteries



**CITYWIDE
SERVICE**
Towing and Recovery Specialists

Equipment (cont)

2013 Chevrolet K3500 4x4 Tow Truck GVW 16,000 lbs.
Minnesota License # YBK1242

Capabilities:

- Towing passenger vehicles, including cars, light trucks (3/4 ton or less), vans, utility vehicles, 4x4's, and motorcycles
- Off Road Recovery
- Rendering Emergency Road Service to stranded motorists including: Jump Starts, Tire Changes, Vehicle Lock Outs, Fuel Delivery, Minor Roadside Repairs, Light Recovery (pull out)
- Towing vehicles in and out of low clearance parking facilities

Equipment:

- Wheel Lift making it further equipped to control movement of the towed vehicle
- Self Loading Tow Dollies which makes it capable of moving vehicles not amenable to towing or to move a completely or partially demolished vehicle
- Air Compressor
- Chains certified for overhead lifting
- Broom
- Shovel
- Crash Debris Container
- Fluid Clean up material
- Hand Tools
- Portable Starting unit
- "Under the Hood" Starting unit
- Electrical System Tester
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps
- Trailer Hitch
- Jack Stands
- Fire Extinguisher
- Flags and Flares
- Flashing Lights
- Portable Light Bars
- (2) Wheel Chalks (Scotch Blocks)
- Extendable Boom (Crane) with Winch



2011 Chevrolet C1500 Service Truck
Minnesota License # 562HBC

Capabilities:

- Rendering Emergency Road Service to stranded motorists including: Jump starts, Tire Changes, Vehicle Lock Outs, Fuel delivery, Minor roadside repairs, Light Recovery (pull out), Pushing a stalled vehicle from traffic lanes, Diagnosing Electrical System Problems, Mobile Battery Replacement (truck carries a load of new batteries for sale)

Equipment:

- Hand Tools
- Portable Starting unit
- "Under the Hood" Starting unit
- Electrical System Tester
- Rubber Push bars (similar to squad cars)
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps
- Assorted Fuses and Terminals
- New Battery Cables
- New Batteries
- Air compressor



**CITYWIDE
SERVICE**
Towing and Recovery Specialists

Equipment (cont)

2012 Chevrolet K3500 4x4 Tow Truck GVW 15,000 lbs.
Minnesota License # YBH7463

Capabilities:

- Towing passenger vehicles, including light trucks (3/4 ton or less), vans, utility vehicles, 4x4s, and motorcycles
- Off Road Recovery (winching)
- Rendering Emergency Road Service to stranded motorists including: Jump Starts, Tire Changes, Vehicle Lock Outs, Fuel Delivery, Minor Roadside Repairs, Light Recovery (pull out)
- Towing vehicles in and out of low clearance parking facilities

Equipment:

- Boom (crane) with winch
- Self Loading Tow Dollies which makes it capable of moving vehicles not amenable to towing or to move a completely or partially demolished vehicle
- Broom
- Shovel
- Crash Debris Container
- Fluid Clean up material
- Hand Tools
- Portable Starting Unit
- “Under the Hood” Starting Unit
- Push Bumper
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps
- Air Compressor
- Chains certified for overhead lifting
- Trailer Hitch
- Jack Stands
- Fire Extinguisher
- Flags and Flares
- Flashing Lights
- Portable Light Bar
- (2) Wheel Chalks (Scotch Blocks)



2012 Freightliner Car Carrier Flatbed GVW 26,000 lbs.
Minnesota License # YBG3613

Capabilities:

- Towing passenger vehicles, including cars, light trucks (3/4 ton or less), vans, utility vehicles, 4x4s, and motorcycles
- Rendering Emergency Road Service to stranded motorists including: Jump Starts, Tire Changes, Vehicle Lock Outs, Fuel delivery, Minor roadside repairs, Light Recovery (pull out)

Equipment:

- Car Carrier Flatbed with winch that makes it further equipped to control movement of towed vehicle
- Car Carrier Flatbed and self loading tow dollies which make it capable of moving vehicles not amenable to towing or moving completely or partially demolished vehicles
- Chains certified for overhead lifting
- Side Puller type boom with winch capable of extreme recoveries and over-head lifting
- Air Compressor
- Broom
- Shovel
- Crash Debris Container
- Fluid Clean up material
- Hand Tools
- Portable Starting unit
- “Under the Hood” Starting unit
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps
- Jack Stands
- Trailer Hitch
- Fire Extinguisher
- Flags and Flares
- Flashing Lights
- Portable Light Bar



**CITYWIDE
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Towing and Recovery Specialists

Equipment (cont)



2011 International 4300 Car Carrier Flatbed GVW 26,000 lbs.
Minnesota License # YBD1787

Capabilities:

Towing passenger vehicles, including cars, light trucks (3/4 ton or less), vans, utility vehicles, 4x4's, and motorcycles (to include ATV's, snowmobiles and minibikes)

Off Road Recovery and vehicle recovery (winching and transport)

Rendering Emergency Road Service to stranded motorists including: Jump starts, Tire Changes, Vehicle Lock Outs, Fuel delivery, Minor roadside repairs, Light Recovery (pull out)

Equipment:

- Car Carrier Flatbed with winch that makes it further equipped to control movement of towed vehicle
- Car Carrier Flatbed and self loading tow dollies which make it capable of moving vehicles not amenable to towing or moving completely or partially demolished vehicles
- Chains certified for overhead lifting
- Air compressor
- Broom
- Shovel
- Crash Debris Container
- Fluid Clean up material
- Hand Tools
- Portable Starting unit
- "Under the Hood" Starting unit
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps

2011 Chevrolet C1500 Service Truck
Minnesota License # 563HBC

Capabilities:

- Rendering Emergency Road Service to stranded motorists including: Jump starts, Tire Changes, Vehicle Lock Outs, Fuel delivery, Minor roadside repairs, Light Recovery (pull out), Pushing a stalled vehicle from traffic lanes, Diagnosing Electrical System Problems, Mobile Battery Replacement (truck carries a load of new batteries for sale)

Equipment:

- Hand Tools
- Portable Starting unit
- "Under the Hood" Starting unit
- Electrical System Tester
- Rubber Push bars
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps
- Assorted Fuses and Terminals
- New Battery Cables
- New Batteries
- Air Compressor



CITYWIDE SERVICE

Towing and Recovery Specialists

Equipment (cont)



2015 Peterbilt 348 Heavy Duty Car/Truck/Cargo Carrier Flatbed
GVW 71,000 lbs.
Minnesota License # YBM8362

Capabilities:

Towing passenger vehicles, including cars, light trucks (3/4 ton or less), vans, utility vehicles, 4x4's, and motorcycles (to include ATV's, snowmobiles and minibikes)

Off Road Recovery and vehicle recovery (winching and transport)

Rendering Emergency Road Service to stranded motorists including: Jump starts, Tire Changes, Vehicle Lock Outs, Fuel delivery, Minor roadside repairs, Light Recovery (pull out)

Transporting of heavy duty vehicles, equipment and cargo

Equipment:

- Car Carrier Flatbed with winch that makes it further equipped to control movement of towed vehicle
- Car Carrier Flatbed and self loading tow dollies which make it capable of moving vehicles not amenable to towing or moving completely or partially demolished vehicles
- Chains certified for overhead lifting
- Air compressor
- Broom
- Shovel
- Crash Debris Container
- Fluid Clean up material
- Hand Tools
- Portable Starting unit
- "Under the Hood" Starting unit
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps

2012 International 4300 Car Carrier Flatbed GVW 26,000 lbs.
Minnesota License # YBH0552

Capabilities:

Towing passenger vehicles, including cars, light trucks (3/4 ton or less), vans, utility vehicles, 4x4's, and motorcycles (to include ATV's, snowmobiles and minibikes)

Off Road Recovery and vehicle recovery (winching and transport)

Rendering Emergency Road Service to stranded motorists including: Jump starts, Tire Changes, Vehicle Lock Outs, Fuel delivery, Minor roadside repairs, Light Recovery (pull out)

Equipment:

- Car Carrier Flatbed with winch that makes it further equipped to control movement of towed vehicle
- Car Carrier Flatbed and self loading tow dollies which make it capable of moving vehicles not amenable to towing or moving completely or partially demolished vehicles
- Chains certified for overhead lifting
- Air compressor
- Broom
- Shovel
- Crash Debris Container
- Fluid Clean up material
- Hand Tools
- Portable Starting unit
- "Under the Hood" Starting unit
- Hydraulic Jack
- Lock Out Tools
- Recovery Straps



**CITYWIDE
SERVICE**

Towing and Recovery Specialists

Equipment (cont)



2012 Bobcat S650 Skid Steer Loader

Capabilities:

- Removing snow from area to get to disabled vehicle
- Cleaning up spilled loads at accident scene

2012 Bobcat S650 Skid Loader with heavy Duty 6200 pound 48" Pallet Forks

Capabilities:

- Reloading items after accidents involving heavy items
- Quickly moving severely damaged vehicles from roadway during major incidents
- Assist in loading severely damaged vehicles for transport



2012 Bobcat S650 Skid Loader with Snow Wolf 96" Blade

Capabilities:

- Quickly removing large amounts of snow to reach disabled vehicle

**CITYWIDE
SERVICE**

Towing and Recovery Specialists

Equipment (cont)

2012 Bobcat S650 Skid Loader with Virnig Power Broom

Capabilities:

- Cleaning up large accident scenes covered in glass quickly
- Cleaning up large amounts of fluid absorbent quickly
- Cleaning up excess dirt that landed on the roadway after a major incident



2012 Bobcat S650 Skid Loader with Eagle Claw Wheel Lift

Capabilities:

- Moving a large quantity of vehicles very quickly
- Maneuvering vehicles in and out of extremely tight spaces
- Retrieving vehicles from low clearance parking facilities that tow trucks won't fit in
- Retrieving vehicles from off road areas that tow trucks are not able to reach

2012 Bobcat S650 Skid Loader with 20,000 pound Trebron Winch Equipped with 400 feet of Synthetic Recovery Rope

Capabilities:

- Recovering vehicles that are in "off road" situations where a tow truck can't go
- Assisting with major recoveries and rollovers by being able to maneuver into small spaces without creating further lane closure
- Water recoveries due to its ability to go into places tow trucks can't and the large amount of recovery rope it holds allowing for long distance winching

It is equipped with:

- 400 feet of synthetic winch cable
- (4) 8 ton snatch blocks
- 100 feet of chain (all certified for overhead lifting)
- Assorted recovery straps for any situation
- Spikes to keep unit stationary



**CITYWIDE
SERVICE**
Towing and Recovery Specialists

Personnel

Citywide certifies that it employs a sufficient number of trained personnel to provide immediate and prompt service as ordered and requested by the City of Ramsey. Citywide currently has 18 employees that we are extremely proud of.

Citywide assumes all and full responsibility for the conduct of our employees. We further guarantee that all of our employees performing under this contract will be adequately trained in our profession, will respond promptly to all calls, will provide safe and adequate equipment, be clean and neat in appearance, use decent language, free of profanity, and treat the public courteously at all times. Additionally, all requests for service from the Ramsey Police Department will be given first priority by all towing dispatchers serving as agents of Citywide.

Citywide's employees are expected to perform their duties with professionalism and courtesy at all times. All Citywide staff members are dressed in clean uniforms that portray a professional image. We pride ourselves on our strict hiring and training process that has allowed us to hire and retain our wonderful staff. At the time of hire and annually after that, Citywide's employees are:

- Drug and alcohol screened (also a random and post accident policy)
- Criminal Background screened for felonies
- National Sex Offender Registry checked
- Motor Vehicle Record checked
- Given a physical as required by The Department of Transportation.

Through our in house training programs, seminars that our employees attend, and continued education regarding our industry offered by Star Training, we are able to keep the best, most efficient, and knowledgeable employees in our trucks and at our office.

The following pages will introduce you to our most valuable assets; our 18 employees.

Personnel (cont)

Brett Letourneau has been around tow trucks since he was 3 years old. He used them in the yard at a very young age and started driving one in 1988, as soon as he got his drivers license. He quickly learned the business side of Citywide and he and Anne purchased it in 2000. He is certified in:

- Level 1 Tow Truck Operator by The Towing and Recovery Association of America
- Towing and Recovery Techniques by The Minnesota Professional Towing Association
- Heavy Duty Towing and Recovery Techniques by The Minnesota Professional Towing Association
- Level 2/3 Tow Truck Operator by Wreckmaster
- Advanced Driving Skills by The Minnesota Highway Safety and Research Center (St. Cloud State University)
- AAA/Club Assist Battery and Charging System Diagnostics

In addition to running Citywide with Anne, Brett has served on the Board of Directors for the Minnesota Professional Towing Association since 2001 and is currently the Vice President. He is also on the Education Committee for the association and has assisted with teaching many different seminars. He was also involved in "tow testing" the Jeep Compass when it was a prototype at the Chrysler Proving Grounds in Detroit Michigan. Brett is not only committed to making Citywide as successful as it can be, he strives to raise the standard for the entire industry.



Citywide's administrative duties are spearheaded by Anne Casey-Letourneau. Anne started her career in the towing industry as a dispatcher for Minneapolis AAA in 1985. She and Brett married in 1995 and purchased Citywide from Brett's parents in 2000. In addition to being Citywide's bookkeeper, Anne runs an efficient office by making sure impounded vehicles are released or disposed of properly and all of the Citywide's staff has their human resources needs met.

Frank Letourneau founded Citywide in 1975 on the principals of hard work and dedication. After selling the business to Brett and Anne in 2000, he spent a few years retired in Las Vegas. Soon he realized that he missed the business that was so near and dear to his heart so he moved back to Minnesota. He is certified in:

- Towing and Recovery techniques by The Minnesota Professional Towing Association

Citywide is always excited to send "Grandpa" out on a call for service. He exemplifies the way our business operates.



**CITYWIDE
SERVICE**
Towing and Recovery Specialists

Personnel (cont)



Michele Anderson began her career with Citywide in 2007. She is excellent with handling disgruntled people who are attempting to retrieve their impounded vehicles both over the phone and at the counter. Citywide is lucky to have a cheerful person greeting the public every day.

Citywide hired Matt Christianson in 2007 when we purchased the Eaton's Towing Service property. Matt grew up in the towing industry (Bud and Shirley Eaton's grandson) and has chosen it to be his career. Citywide is fortunate to have Matt and we have watched him become a very talented tow truck operator at all levels. He is certified in:

- Level 1 Tow Truck Operator by Towing and recovery Association of America
- Towing and Recovery Techniques by The Minnesota Professional towing Association
- Heavy Duty Towing and Recovery Techniques by The Minnesota Professional Towing Association
- Propane Truck Emergencies by The Propane Association of Minnesota and The Minnesota Professional Towing Association
- Advanced Driving Skills by The Minnesota Highway Safety and Research Center (St. Cloud State University)

Matt can operate any piece of equipment that Citywide owns and has the ability to always get 110% of its capabilities. Matt continuous to enrich his career and Citywide will benefit tremendously.



Blair Shearing has been involved in the automotive industry his entire adult life. He joined Citywide in 1998 and is truly at home when he comes to work. Blair's ability to put a positive spin on any situation makes him unique and able to handle even the crabbiest customer. He is certified in:

- Level 1 Tow truck Operator by The Towing and recovery Association of America
- Towing and Recovery Techniques by The Minnesota Professional Towing Association
- Advanced Driving Skills by The Minnesota Highway Safety and Research Center (St. Cloud State University)
- Level 2/3 Tow Operator by Wreckmaster to certifications

Blair's knowledge of the structural integrity of today's vehicles make him an invaluable resource at Citywide.

**CITYWIDE
SERVICE**
Towing and Recovery Specialists

Personnel (cont)

Matt Kreminski found his calling the first day he went on a call for service in a Citywide truck in 2001. Through his vast training and hard work, he has become one of the most efficient members of our team. He is certified in:

- Level 1 Tow Truck Operator by The Towing and Recovery Association of America
- Towing and Recovery Techniques by The Minnesota Professional Towing Association
- Heavy Duty Towing and Recovery Techniques by The Minnesota Professional Towing Association
- Advanced Driving Skills by The Minnesota Highway Safety and Research Center (St. Cloud State University)

Matt has been with Citywide long enough to develop trusting relationships with all of our regular customers. Citywide is proud to have Matt behind the wheel of our trucks.



Citywide experienced a nice growth period and needed to add an employee in 2010. Jim White, who has 10 years experience in the industry, filled the position with ease. He is certified in:

- Level 1 Tow Truck Operator by The Towing and Recovery Association of America
- Towing and Recovery Techniques by The Minnesota Professional Towing Association
- Advanced Driving Skills by The Minnesota Highway Safety and Research Center (St. Cloud State University)
- AAA/Club Assist Battery and Charging System Diagnostics

Jim was looking for an employment home at the same time Citywide was in need of a quality employee. Citywide enjoys Jim's polite demeanor and is hopeful he will finish out his towing career here.



Citywide was very pleased when Chad Walvatne came aboard in 2006. His shining personality coupled with his quick wit and vast knowledge make him an instant hit with our customers. He is certified in:

- Advanced Driving Skills from the Minnesota Highway Safety and Research Center (St. Cloud State University)
- AAA/Club Assist Battery and Charging System Diagnostics

Chad has chosen our industry for his career and Citywide benefits from his abilities.

**CITYWIDE
SERVICE**
Towing and Recovery Specialists

Personnel (cont)



2014 continued to be a wonderful year for Citywide and we are extremely fortunate to have added to our roster. Bryan Boesen comes to us with over 3 decades of experience in the automotive industry ranging from mechanic to shop owner. He even spent some time behind the wheel of a tow truck. Bryan oversees our emergency road service vehicles including the mobile battery replacement program as well as our repair center. His natural good heartedness is infectious! We have big dreams and high expectations for Bryan and are confident that his experience and ability will be a huge asset to Citywide.

Bryan has held certifications in:

- Certified Service Adviser-ASE
- Approved Auto Care-NAPA
- TSS Service Center-AC Delco
- Top Shop-AAA
- Introduction to Battery Service Skills Training-Club Assist
- Roadside Problem Solving Technician-AAA

Marcey Culp came to us in 2014 with over 10 years experience as an emergency road service dispatcher for Minneapolis AAA. Her cool and calm way of communicating is reassuring to our customers on the phone and keeps things peaceful at the impound lot counter. Marcey is very knowledgeable in our industry which is essential to keeping the fleet moving. Citywide seems to have a way of attracting the best of the best and Marcey is certainly no exception!



In 2013, we experienced another nice growth period and we began the hunt for an additional staff member. Along came Josh Iskierka with over 10 years experience in light duty towing, heavy duty towing, and administration. It was a perfect fit! Josh has fit in with the rest of the team like he has been here for all of his 10 years in the towing industry. He can handle any type of call, he can work at the office if needed, and he has stepped up to assist with things such as scheduling for the company. Josh has a lot to offer Citywide and we are very pleased to offer him a place to challenge his abilities.

Josh has held certificates in:

- Motor Carrier Safety/Compliance Training- Compliance and Safety Services, Inc.
- Heavy Duty Towing and Recovery Techniques-Miller Industries
- Towing and Recovery Techniques- The Minnesota Professional Towing Association
- Level 1 Tow Truck Operator-Towing and Recovery Association of America

**CITYWIDE
SERVICE**
Towing and Recovery Specialists

Personnel (cont)

The emergency road service portion of Citywide has grown in leaps and bounds in recent years. We were very particular about what type of person we were looking for as an addition to the team. In 2014, we found Kyle Malenke. He had started a career in the automotive industry and was looking for an employer to take him under their wing and let him learn. Our team looks forward to the times that Kyle is scheduled due to his super attitude and the fact that he always smiling!

Kyle has held certifications in:

- Introduction to Battery Service Skills Training-Club Assist



The winter of 2013-2014 was a challenge in the towing industry. Right in the middle of the coldest and snowiest period, a bright star joined our team. TJ Homberger was hired, trained, and put in the field in a quick fashion. He has risen to the occasion and has shown his willingness to learn how to handle the more challenging types of calls. We are elated to have TJ on our team and are excited to see him grow within his career.

TJ has held certifications in:

- Towing and Recovery Techniques- The Minnesota Professional Towing Association

Marty Endres is one of the premier Automotive Technicians in the metro area and we are proud to have added him to our team in 2015. He can trouble shoot and diagnose the trickiest of automotive problems with ease. He keeps our fleet in good repair and safe to be on the road in addition to always being available to help a stranded motorist. Marty has been known to help out in the field when the tow trucks are busy also. Marty has held certifications in the following areas:

- ASE Certified Automotive Technician
- MN DOT Commercial Vehicle Inspector



**CITYWIDE
SERVICE**
Towing and Recovery Specialists

Personnel (cont)



2015 has proved to show continued growth at Citywide. We were lucky enough to find Josh Goertl in need of a new home. He is very eager to go "the extra mile" for any customer. Common sense combined with his natural mechanical ability make him a wonderful Emergency Road Service Technician. His quick wit always puts our customers at ease!

Bill Horn came to us in 2015 when we purchased Champlin Towing. He is a dedicated young man that has chosen the towing and recovery industry as his profession. We are excited to watch him learn new techniques of our trade and to see him grow in his career. Bill has held certifications in the following areas:

- Towing and Recovery Techniques by The Minnesota Professional Towing Association



Kim Sunde is no stranger to the demands of a towing office. She worked at a towing business while in college and decided to join our team in 2015. We are lucky to have her calming voice on the phone or the counter with our customers. She treats everybody with respect and always attempts to solve the customers emergency as quickly as possible.



**CITYWIDE
SERVICE**
Towing and Recovery Specialists

Personnel (cont)

We are always on the look out for young talent and we hit the jackpot in 2015 when we found Mike Tjoens. He has a background in the automotive industry and fit right in with Citywide's philosophy. He can solve roadside emergencies or operate a tow truck on any given day. Mike is a joy to have on our team and our customers love him! Mike has held certifications in the following areas:

- AAA/Club Assist Battery and Charging System Diagnostics
- AAA Roadside Emergency Solutions



Premises and Facilities

The premises and facility that Citywide will use for storage and parking lot facilities in providing services requested in this Request for Proposal is conveniently located at 14300 Sunfish Lake Blvd. NW, Ramsey, MN 55303. It is 2.2 acres and has an outside storage capacity of over one hundred vehicles, which exceeds the minimum requirement of ten. The building is 4700 square feet and has an inside storage capacity of five vehicles, which exceeds the minimum requirement of one. The entire facility is accessible to law enforcement 24 hours per day and 365 days per year, including access to inside storage.

At just 1.4 miles from the intersection of Ramsey Blvd. NW (Co Rd 56) and Bunker Lake Blvd NW (Co Rd 116), Ramsey, MN 55303, Citywide's premises and facilities are located well within the 10 mile maximum requirement. With this short distance, we are not only able to provide the promptest service, but staff from the city can easily swing by for whatever they may need regarding a vehicle we have impounded. We realize that, especially with police officers, time is of the essence.

Our storage and parking lot facility meets all applicable state building code standards and municipal license and zoning requirements, including those relating to screening and landscaping of the City of Ramsey.

We understand that we only are required to store vehicles inside only when so directed by an official of the City of Ramsey as identified in the terms and conditions of the Request for Proposal. We further acknowledge that when such direction is given, it may be accompanied by certain instructions for security measures to be employed and that those responsibilities become our responsibility while the unit is in our keeping.

Currently, Citywide has a designated representative at the storage facility for the purpose of releasing vehicles to authorized persons Monday through Friday between the hours of 8:30 a.m. and 4:30 p.m. (excluding legal holidays). During Saturdays, Sundays, and legal holidays, we are available between 12:00p.m. and 2:00p.m. by appointment. Additionally, the City may contact us at 763-515-5445 on an as needed basis 24 hours per day. Citywide will continue these hours of operation throughout the terms of the next contract.

We have included photos of our premises and facilities and are very proud of our professional appearance and excellent location.



**CITYWIDE
SERVICE**
Towing and Recovery Specialists

Practices and Liability

Citywide understands that is solely responsible for loss or damage to any vehicle, including all equipment and contents, from the time direction is given by the authorized City representative turning the vehicle over to us until such time as the vehicle is legally released to the registered or actual owner or legal agent thereof.

We also agree that no motor vehicles will not be driven at any time during the towing procedure. Also, in the event that the vehicle is without tires or has flat tires, we agree to tow the vehicle without damaging the wheels and we further agree not to tow any vehicle on its rims, on wheels without tires, or on flat tires.

Upon arriving at the scene of a tow where a vehicle accident has occurred, we agree that in addition to the physical removal of the vehicle, we assume full responsibility for removing any vehicular parts or debris, excluding liquids and commercial cargo, resulting from the accident. The clean up will be provided without any additional compensation.

Citywide understands that if an involved private owner/operator makes a timely request for a tow by someone other than us, such request will be honored by the Ramsey Police Department. In either instance, it is understood that the owner/operator is solely responsible for all associated charges.

Citywide realizes that if we fail to appear at a designated tow point within twenty (20) minutes after receiving a call for a tow, the City reserves the right to call another towing service to perform the work. If we were unable to respond due to conditions beyond our control, we agree to notify the authorized City officials immediately so that can decide if they need to exercise the option of calling another service to perform the work. Lastly, we agree that if another service is called, the city reserves the right to hold us responsible for any additional charges over and above the fee schedule detailed in this proposal. We understand that negligence might include equipment failure.

Citywide agrees to allow other towing companies into our facility to retrieve or claim vehicles that they have been authorized to remove.

It is completely understood that no alterations or modifications of the terms of the contract will be valid unless they are made in writing and signed by both an authorized representative of the City and of Citywide.

In the event of a breach by Citywide of any terms or conditions of this agreement, we understand that the City has, in addition to any other legal recourse, the right to terminate this agreement forthwith. Furthermore, either the city or Citywide may terminate this contract upon serving of such termination notice to the other, in writing, thirty (30) days prior to the intended termination date.

We agree to post a copy of the contract, along with the authorized fee schedule in a conspicuous place at our premises.

Records

The record maintenance system that Citywide uses to track all vehicles received is tried and tested. When a vehicle comes into the impound lot, the tow truck operator quickly determines whether it is a crash, an impound, or a vehicle subject to forfeiture; as they are parked in different parts of the yard.

The vehicle is parked, property inventoried, and secured (locked or broken windows covered in plastic), and the paperwork and keys (if any) are brought into the office. The keys are tagged and hung on a numbered board and the number is noted on the towing invoice. The impound sheet and our towing invoice, which includes tow truck operators name and truck number, are placed in a file marked "new impounds." The vehicle is also automatically added to our impound inventory on our data base when the driver closes his call out on our computer aided dispatch system.

At their earliest convenience, the administrative staff runs the vehicle with the State of Minnesota Department of Vehicle Services to obtain all registered owner and lien holder information. At that time, a letter containing all information required by Minnesota Statute 168B.06 subdivision 1 and 2 is sent by regular mail, within five (5) days, to all registered owners and lien holders.

If the vehicle has not been claimed within 30 days, a second letter is sent via certified mail to all registered owners and lien holders that they have 15 days to reclaim the vehicle or it will be disposed of. Prior to disposing of the vehicle, a notice is sent to your department so that another check is performed to make sure that there are no holds on the vehicle that were not initially noted.

Citywide operates and maintains our parking and storage facility in compliance with the terms and conditions of this contract and all State and City applicable laws, ordinances, rules and regulations that are presently in effect or which may hereafter be adopted.

Citywide agrees to maintain proper records of all vehicles received. We are confident that our records keeping system outlined above will meet the approval of the Ramsey Chief of Police. All records are available at all times for inspection by authorized City officials. The records will include a copy of the police impounding report. In addition, we will submit a report, which is approved by the Ramsey Chief of Police, monthly which will detail all vehicles towed for the City and charges incurred during that current month.

Citywide understands that all vehicles towed or impounded are to be released only upon receipt of the proper legal release form, including the name of the department official that approved the release, issued by the Ramsey Police Department, except for private tows. We acknowledge that in special cases, a verbal release may be given by the Ramsey Police Department.

Insurance

Citywide currently meets the minimum required insurance as follows:

1. Public liability insurance: \$2,000,000 (\$1,000,000 regular and \$1,000,000 umbrella as our insurance company doesn't sell the coverage in \$500,000 increments) Comprehensive General Liability (including assault and battery) with the City named as an additional insured on the Comprehensive General Liability policy;
2. Business Auto Policy with all coverages for all vehicles with \$2,000,000 (\$1,000,000 regular and \$1,000,000 umbrellas as our insurance company doesn't sell the coverage in \$500,000 increments) liability limits;
3. Garage Keeper's Legal Liability;
4. Hazardous Load Insurance as required by Federal and State law; and
5. Workers' Compensation Insurance covering all employees or agents of Citywide and others working under the contract in accordance with the Minnesota Workers' Compensation Law.

We have enclosed an insurance certificate for your convenience.

Insurance (cont)

CITYWIDE SERVICE

Towing and Recovery Specialists



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
5/29/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Corporate 4 Insurance Agency Inc. 7220 Metro Boulevard Edina MN 55439-2133		CONTACT NAME: Theresa Hayes PHONE (A/C No. Ext.): (952) 893-9218 FAX (A/C No.): (952) 893-8402 E-MAIL ADDRESS: thayes@corporatefour.com	
INSURED Citywide Service Corp. 9309 83rd Avenue North Brooklyn Park MN 55445		INSURER(S) AFFORDING COVERAGE INSURER A: Pioneer Specialty Company 40312 INSURER B: SFM 11347 INSURER C: INSURER D: INSURER E: INSURER F:	

COVERAGES CERTIFICATE NUMBER: 15-16 LIAB/MC/GARK REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

FORM	TYPE OF INSURANCE	RISK	W/C	POLICY NUMBER	ISSUE DATE (MM/DD/YYYY)	EXPIRY DATE (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR			CP90017812	5/4/2015	5/4/2016	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED EQUIPMENT (Per occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPOUND \$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> RISK <input type="checkbox"/> LOC						
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRE/AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			CP90017778	5/4/2015	5/4/2016	COMBINED SINGLE LIMIT (Per accident) \$ 1,000,000 SOCY INJURY (Per person) \$ SOCY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ COMBINED SINGLE LIMIT \$
	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB			EMB1010818	5/4/2015	5/4/2016	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000
B	WORKERS COMPENSATION AND EMPLOYERS LIABILITY ANY PROPRIETORS/PARTNERS/EXECUTIVE OFFICERS/MEMBER EXCLUDED? (Mandatory in NH) If yes, SIGNATURE AND DESCRIPTION OF OPERATIONS below		Y/N N/A	024481.210	8/1/2014	8/1/2015	<input checked="" type="checkbox"/> WORKERS COMPENSATION E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
A	On Hook Coverage			CP90017866	5/4/2015	5/4/2016	Limit 500,000
A	Garagekeepers			CP90017778	5/4/2015	5/4/2016	Limit 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
On-Hook coverage \$200,000 per vehicle Certificate Holder is hereby named as an Additional Insured under the Commercial General Liability when required by written contract for work performed by the named insured. The coverage may not be cancelled or non-renewed without 30 days prior written notice to the city except a 10 day notice for non payment.

CERTIFICATE HOLDER

City of Ramsey
7550 Sunwood Drive NW
Ramsey, MN 55303

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
Dwight Lewis/TREHAY *Dwight K Lewis*

Communications

Citywide has an extensive communications system including five incoming phone lines; one of which is dedicated to law enforcement usage. We also have an elaborate cell phone system, 2 way radio's on a trunked 400mhz system, and mobile dispatch computers.

The phone number that will be answered 24 hours per day, 365 days per year for the purpose of responding to requests for service pursuant to the towing, impounding, and storage contract contemplated in this RFP is:

763-515-5445 For Law Enforcement Use Only

763-424-4900 For Public Use

**CITYWIDE
SERVICE**
Towing and Recovery Specialists

Performance Bond

Citywide currently holds several corporate surety bonds payable to other cities that we hold contractual agreements for similar service with. Upon a negotiated contract with the City of Ramsey, we will deliver to the Ramsey City Clerk an acceptable corporate surety bond in the amount of \$10,000, payable to the City of Ramsey and subject to the approval by the Ramsey City Attorney for the faithful performance of all duties and obligations imposed under the terms and conditions of the contract.

References and Community Involvement

Citywide has established a vast amount of working relationships with law enforcement agencies, motor clubs, non profits, repair shop owners, and many other individual people and organizations.

We are proud of our long lasting commitments both to our customers and from our customers. Many of them have a large amount of choices when it comes to choosing a towing service, yet they continue to choose Citywide day after day. This speaks volumes for our dedication, reliability, quality of work, and customer service.

The following pages includes letters of reference from Minneapolis AAA, Star Training Inc., and MADD. It also includes a letter of recognition from the Hennepin County Sheriff's Office for our part in a joint training session between them and the Maple Grove Police Department. It also includes congratulation letters from AAA National on our 2006 Gold Award. Lastly, it includes a copy of the MADD Choice award that Brett Letourneau and Citywide earned in 2007 for our role as volunteers.

We have also included reference letters from Western Bank and TCF Equipment Finance.

Citywide is committed to running a reputable and reliable business and attempts to "give back" to the community we serve when ever possible.

**CITYWIDE
SERVICE**
Towing and Recovery Specialists

References and Community Involvement (cont)

**CITYWIDE
SERVICE**
Towing and Recovery Specialists



5400 Auto Club Way
Minneapolis, MN 55416-2576
Tel (952) 927-2600
Fax (952) 927-2559
www.aaaminneapolis.com

June 1, 2015

To Whom It May Concern

Please allow me to introduce you to Mr. Brett Letourneau, owner/operator of Citywide Service Corp. Citywide Service has been a roadside assistance service provider for AAA Minneapolis for roughly 40 years. Citywide is currently and has for nearly 15 years earned the designation as an AAA Preferred Service Provider. This designation is reserved for those facilities that consistently deliver a high level of dedicated service and agree to meet rigid standards of performance and accreditation.

In 2005, Citywide not only received the honor of being nominated for a National AAA program award recognizing outstanding service providers nationwide but was selected as the top Gold distinction for the Midwestern region of the United States. The honor is awarded to a handful of facilities that not only go above and beyond in delivering roadside assistance to AAA but actively volunteer/participate within their community and service industry. Brett is an active member of the Minnesota Professional Towing Association serving on its Board of Directors (Vice President) and volunteers countless hours toward improving the towing industry.

Citywide Service Corp. is a valuable member of the AAA team and consistently exceeds performance criteria in terms of response time and customer satisfaction. Mr. Brett Letourneau demonstrates a simple but effective philosophy, deliver on your commitments to any project or endeavor and strive to be the best. This service attitude is reinforced by his staff of drivers and support personnel.

Please feel free to contact me personally if I can be of any further assistance.

Cordially,

A handwritten signature in black ink, appearing to read 'Ken Mohr', written over a white background.

Ken Mohr, Vice President
Member Services

References and Community Involvement (cont)

**CITYWIDE
SERVICE**
Towing and Recovery Specialists



10066 KISMET ISLE
CHISAGO CITY, MN. 55013
651-261-4812

Website: startowingtraining.com

E-mail: towmr@frontiernet.net

June 1, 2015

City of Maple Grove

To Whom It May Concern:

I am writing this letter as a letter of recommendation for Citywide Service Corp. for the Ramsey Police towing contract.

Star Training and Consulting Inc. is one to the towing industries most respected training companies in the United States. We have been training tow truck drivers since 1973. Our relationship with Frank Letourneau, founder of Citywide Service Corp helped form the very first training class for Star Training. The class was sponsored by the Minnesota Service Station Association and the Automobile Association of America Minneapolis.

Frank continued his quest to improve the image of Citywide and the towing industry by becoming a charter member of the Minnesota Professional Towing Association. Frank contributed advice and time to help form the training program for the Minnesota Professional Towing Association. The success of this program was so strong that it assisted in forming the education program for the Towing and Recovery Association of America. Prior to that there wasn't a formal education program for the towing industry. This now the only certification recognized by the Federal Highway Administration.

As a young boy, Brett Letourneau (current owner of Citywide Service Corp) attended many of the training classes sponsored by the Minnesota Professional Towing Association. As a young man, his dedication to improve the image of the towing industry shone through by attending and helping with live demonstrations at training classes. He currently volunteers his time to instruct at MPTA training classes. Later he was elected to serve on the board of directors for the Minnesota Professional Towing Association and has served as chairman of the education committee.

Star Training has worked with most of the major auto manufacturers by performing tow ability tests on new lines of vehicles. Testing is done on vehicles to insure that they can be towed safely from the scene of the disability to a repair facility. The information

References and Community Involvement (cont)

gathered by these tests is then printed in the owners, manual of the vehicle. Because of his knowledge and dedication to the towing industry, Brett Letourneau has assisted Star Training by going to Detroit and performing these tests on prototype vehicles.

Citywide Service Corp has been a contract towing service for AAA Minneapolis for many years. Citywide has received awards not only from the AAA Minneapolis, but also from the Automobile Association of America for outstanding service and customer relations. The national award is only given to a very small number of towing companies in the United States; therefore the qualifications for this award are extremely high.

Citywide Service Corp. continues on its quest to improve skills by having Star Training come in regularly for in house training. The type of training that is provided for Citywide is not only on the technical skills of towing, but also customer service. Good customer service as well as driver appearance is very important in the selection of a law enforcement towing contractor, because the towing company and its drivers not only represent the towing company but also the law enforcement department of the city, county, or state that they contract with. It is also a concern of the city that the towing company's facility, employees, and equipment are professional looking. I feel that Citywide more than qualifies in all of these categories.

Star Training has provided free consulting service to many cities, counties, and states on law enforcement towing contracts. One of the most common mistakes that cities make on police towing issues is they view price as the number one deciding factor. There are several issues to take into consideration.

1. Price of the tow is only a small concern. Although the city needs to take into consideration the cost of the impound, the city is not spending any of its own funds for that service, therefore the cost is not the only deciding factor.

2. Response time is one of the most important factors to be considered when selecting a police towing contractor. Each minute that the squad is waiting for a tow to arrive on the scene costs the city. We know that the cost of a squad car is in excess of \$100 per hour, which would break down to over \$1.66 per minute. This does not take into consideration that the officer is not available to respond to other emergencies.

3. Towing equipment is another consideration. If the towing company arrives with equipment that is unsafe or improper to complete the towing task, this also wastes the cities money.

References and Community Involvement (cont)

4. Training of the tow truck drivers is very important, because if the drivers are lacking in towing and recovery skills it will take him or her longer to perform simple towing and recovery procedures. It will also lead to unsafe towing practices. The city is obligated to provide a safe tow to the motoring public.

5. Proper releasing of impounded vehicle is also extremely important for the city to consider when selecting a towing company. If vehicles are released improperly or tampered with by the towing company, this could affect investigations. There again, proper training of the towing staff is very important. It is a big advantage if the towing company is already familiar with law enforcement department procedures.

6. Administrative skills of the towing company are also to be considered when selecting a towing company. Often the police departments will request paperwork on vehicles involved in investigations a long period of time after the vehicle has been released. It is important that the company can provide this information quickly. This is where proper training plays an important part again. If the city has a good existing relationship with a towing company and they know that the administrative tasks are being performed, this should also be considered in the selection of the towing company.

We invite to visit our web-site, at startowingtraining.com, to become familiar with the qualifications of Star Training And Consulting, Inc. I thank you for your time and consideration and would welcome any questions. I can be reached at 651-261-4812. I look forward to your response.

Sincerely

Joseph J. Sroga
President Star Training and Consulting, Inc.

**CITYWIDE
SERVICE**
Towing and Recovery Specialists

References and Community Involvement (cont)

**CITYWIDE
SERVICE**
Towing and Recovery Specialists



June 1, 2015

To Whom It May Concern,

This letter is our personal recommendation for City Wide Services and Brett Letourneau. Mr. Letourneau and his company have worked with Mothers Against Drunk Driving for the past ten years.

City Wide Services is a huge asset to our crash car program. They have displayed professional, efficient, and quality services to MADD by providing their towing services. They have consistently worked with MADD to ensure timely drop off and pick up of our eight victim crash cars to schools, churches, businesses, parades and other events throughout the entire state.

In addition, they have provided storage, upkeep and management of our crash cars. This additional assistance has allowed MADD to expand its program and to ensure the upmost respect for those families that have lost loved ones to drunk driving. They are willing and cooperative and a pleasure to work with.

We highly recommend utilizing City Wide Services for your needs. They will be a tremendous asset to your department.

Warm Regards,

A handwritten signature in black ink that reads "Brenda".

Brenda Thomas
Executive Director
Mothers Against Drunk Driving
651-523-0802
Brenda.thomas@madd.org

References and Community Involvement (cont)

**CITYWIDE
SERVICE**
Towing and Recovery Specialists



RICHARD W. STANEK
HENNEPIN COUNTY SHERIFF

DEDICATED TO PUBLIC SAFETY

PATROL DIVISION

June 30, 2010

Brent Letourneau
City Wide Towing
9309 83rd Avenue N
Brooklyn Park, MN 55445

Brent;

I want to take the opportunity to thank you for the use of three cars used for our Vehicle Assault Training on May 27, 2010.

This was a joint training experience with Hennepin County Sheriff's Office Emergency Services Unit and Maple Grove Police Department Emergency Response Unit. The use of the cars greatly enhanced our ability to successfully conduct a vehicle assault.

Your contribution to this training was greatly appreciated by all that attended.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kent M. Vnuk".

Sergeant Kent Vnuk
Special Operations Unit

References and Community Involvement (cont)

**CITYWIDE
SERVICE**
Towing and Recovery Specialists



June 2, 2006

AAA Automotive
1000 AAA Drive
Heathrow, FL 32746-5063
407/444-7715
Fax 407/444-7749

To: Brett Letourneau
Citywide Services Corp

Congratulations on being the 2006 AAA/CAA Service Providers of Excellence Gold Award winner!

As the leading provider of road service in North America, AAA/CAA relies heavily on quality service providers to deliver superior service to members. The 2006 Service Providers of Excellence Award is our way of publicly recognizing our very best.

In appreciation of your hard work and commitment to AAA and its members, AAA is pleased to pay all expenses for you to travel to Ottawa, Canada, and attend the AAA Automotive Conference to be honored as a 2006 AAA Service Provider of Excellence. Along with this recognition for your extraordinary service, please accept the enclosed gifts, which are made possible by the generosity of our preferred suppliers and sponsors.

On behalf of the AAA Preferred Suppliers, Sponsors, and AAA, thank you for your continued support of AAA.

Sincerely,

A handwritten signature in black ink, appearing to read 'Margaret D. Pittelkow'.

Margaret D. Pittelkow
Managing Director, ERS Network

References and Community Involvement (cont)

**CITYWIDE
SERVICE**
Towing and Recovery Specialists



June 2, 2006

Ken Mohr
AAA Minneapolis
5400 Auto Club Way
Minneapolis, MN 55416

AAA Automotive
1000 AAA Drive
Heathrow, FL 32746-5063
407/444-7715
Fax 407/444-7749

Congratulations to the winners of the 2006 AAA/CAA Service Providers of Excellence Award!

As the leading provider of road service in North America, AAA/CAA relies heavily on quality service providers to deliver superior service to members. The 2006 Service Providers of Excellence Award is our way of publicly recognizing our very best.

Service providers were nominated by AAA clubs throughout the United States. The 133 nominees demonstrated excellence in performance, member satisfaction, business practices and community services. Judges had a difficult time selecting the winners from such a field of qualified candidates.

Through generous support from our preferred suppliers we are able to provide valuable prize packages for our gold, silver and bronze winners. Enclosed is a plaque and prize package for your service provider.

We urge you to leverage this program in 2007 to bring even greater value to your service providers. They will appreciate the recognition and you will have the ability to put your top performers in the spotlight, acknowledging their quality service to members.

Thank you for your continued support of AAA Automotive.

Sincerely,

A handwritten signature in black ink, appearing to read 'Margaret'.

Margaret D. Pittelkow
Managing Director, ERS Network

References and
Community
Involvement (cont)



MADD
Activism | Victim Services | Education™

Mothers Against Drunk Driving honors you for your dedication to stop drunk driving, support the victims of this violent crime and prevent underage drinking.



MADD Choice
awarded to
Brett Letourneau

On this 21st day of March, 2007



We help survivors survive™

Jean Mulvey
Jean Mulvey, Executive Director

Don Davis

Don Davis, State Operations Council Chair



**CITYWIDE
SERVICE**

Towing and Recovery Specialists

References and Community Involvement (cont)

**CITYWIDE
SERVICE**
Towing and Recovery Specialists



Web page: <http://www.western-bank.com>

June 1, 2015

To Whom It May Concern:

Citywide Service Corp. and its owners have maintained various accounts at Western Bank since 2007. This includes both term loans and deposit accounts. All loan payments have been made on a timely basis for the entire duration of this banking relationship. All deposit accounts have been handled as agreed, without issue.

It is our pleasure to work with Citywide Service and the Letourneaus, and I would be happy to discuss any further inquiries by telephone at 651-290-7826.

Sincerely,

A handwritten signature in cursive script that reads 'Carol M. Maloney'.

Carol M. Maloney
Vice President Commercial Banking

663 University Avenue
St. Paul, MN 55104
(651) 290-8100

1740 Rice Street
Maplewood, MN 55113
(651) 290-7822

1155 Hadley Ave. N.
Oakdale, MN 55128
(651) 290-7844

2711 N.E. Highway 10
Mounds View, MN 55112
(651) 290-7866

4700 W. 77th Street, Suite 160
Edina, MN 55435
(952) 857-1707

References and Community Involvement (cont)

**CITYWIDE
SERVICE**

Towing and Recovery Specialists

TCF
EQUIPMENT FINANCE

*Experts at Delivering Equipment
Finance Solutions*

June 1, 2015

To whom it may concern:

TCF Equipment Finance has financed equipment for Citywide Service Corp. "Citywide" since 2001 with total lending in excess of \$1,400,000. To date TCF has received 446 payments on sixteen contracts from Citywide. Their pay history has been exemplary, and Citywide is considered one of our premier customers. On an annual basis we work with thousands of towers to lend in excess of \$65,000,000.00. In working with towers across the country we see many different operations. In my opinion, Citywide is one of the best run, most efficient businesses I have had the pleasure of working with in the past 19 years.

In the current economic environment, access to credit has become increasingly difficult to obtain for many towers. The superior management and financial strength of Citywide set it well above its competitors in its ability to obtain credit facilities and continue to operate as one of the best run towing operations in the Midwest. If you have any questions, please give me a call @ (952) 656-3266.

Sincerely,



Pete Thorp
Vice President
Regional Marketing Manager
TCF Equipment Finance, Inc.



11100 Wayzata Blvd., Suite 801 Minnetonka, Minnesota 55305 • Phone: 800.442.7811 • Fax: 952.858.5081

THE CUSTOMER FIRST

Charges

Below are Citywide's proposed charges for the next contract period. We understand and agree that neither the City nor any Department thereof is responsible for any charges as a result of towing and/or storage and that we assume all liability for any and all unpaid charges.

Citywide believes in fair and transparent pricing. All rates proposed are consistent with our pricing structure and are available to be quoted at any time by one of our employees or through our website. Our proposed rates allow us to operate our company in a manner that is professional and favorable to the type of business the public would expect to be associated with the City of Ramsey.

Proposed Charges:

1. Charge for towing of passenger vehicles; including cars, light trucks (3/4 ton or less), vans, utility vehicles, 4-wheel drive vehicles, motorcycles, and recreational vehicles (to include ATV's, snowmobiles and mini-bikes), i.e.-basic impound tow.
 - a) tow truck \$75.00 + sales tax
 - b) flatbed \$110.00 + sales tax
2. Charge for towing of passenger vehicles (listed above) that have been involved in an accident.
 - a) tow truck \$150.00 + sales tax
 - b) flatbed \$185.00 + sales tax
3. Charge for towing of vehicles 3/4 ton to 1 1/2 ton capacity.
 - a) tow truck \$150.00 + sales tax
 - b) flatbed \$185.00 + sales tax
4. Charge for towing of vehicles larger than 1 1/2 ton capacity.
 - a) tow truck \$150.00 + sales tax
 - b) flatbed \$185.00 + sales tax
5. Charge for towing of vehicles larger than 1 1/2 ton capacity involved in accident.
 - a) tow truck \$300.00 + sales tax
 - b) flatbed \$335.00 + sales tax
6. Winch out charge from median of Hwy 10 NW, 30 feet off roadway.
 - a) passenger vehicle \$125.00 + sales tax for first 1/4 hour, then \$30.00 + sales tax for each additional 1/4 hour
 - b) large vehicle \$250.00 + sales tax for first 1/4 hour, then \$60.00 + sales tax for each additional 1/4 hour
7. "Hook up" or "Impound charge" (in lieu of fees charged in #1, #2, #3, or #4 above). Charge for vehicle dropped at same location.
 - a) passenger vehicle \$75.00 + sales tax
 - b) large vehicle \$150.00 + sales tax

Charges

8. "Loaded Mile" rate for transporting vehicle to impound lot.
 - a) passenger vehicle \$4.50 + sales tax
 - b) large vehicle \$6.00 + sales tax
9. Charge for each 24 hours of storage; including day of tow.
 - a) inside storage \$40.00
 - b) outside storage \$30.00
10. Flat rate charge for designated forfeiture vehicles released to police. Flat rate includes towing, storage on the date of the tow, and three days of storage after the date of the tow. The flat rate applies to all cars, light trucks, vans, utility vehicles, 4-wheel drive vehicles, motorcycles, and recreational vehicles (to include ATV's, snowmobiles, and mini-bikes), identified by the Police Department as subject to forfeiture by the City.
 - a) flat rate \$0
11. Charge for towing marked or unmarked police vehicles, fire department administrative vehicles, and public works utility vehicles and equipment.
 - a) flat rate \$0
12. Administrative fee (per tow). \$30.00 + sales tax

****Any job we are requested to do by the Ramsey Police Department not discussed in this proposal will be charged at our retail rates or precedent set rates by Citywide (i.e. rolled over tractor trailer)****

Summary

This proposal demonstrates that Citywide is not only the most qualified towing service in this area, we have the professional staff, modern equipment, and conveniently located facility to exceed the City of Ramsey's every need.

We have shown throughout the proposal that we are committed to delivering service that is unmatched in the Northwestern Metro area. Furthermore, we have shown that our business is run with the highest level of integrity and professionalism. We are an accredited member of the Better Business Bureau with an "A+" rating.

We are committed to training and retaining our staff so that every time you call for service, you get a knowledgeable tow truck operator that you recognize and can depend on to perform his duties without issue.

We take being an active member of our industry very seriously by being members of The Minnesota Professional Towing Association, Minnesota Service Station Association, and the Towing and Recovery Association of America. Furthermore, Brett has served on the board of directors for The Minnesota Professional Towing Association for over 10 years and has been instrumental in organizing the local training seminars. Anne has also worked with The Minnesota Professional Towing Association and chaired the committee to organize the 2007 Tow Show (trade show) that celebrated over 25 years for the association.

We also are proud to be involved in our community by volunteering for MADD, volunteering our equipment and cars for training with fire departments and law enforcement agencies, volunteering our equipment for events such as "vehicle day" for the school district or city functions, and by donating items left in abandoned vehicles to non profits such as the Goodwill.

We have included letters of reference from organizations that we do business with and copies of various awards we have earned through our dedication to excellence.

Citywide has a long list of experience providing towing, impounding, and storage of motor vehicles, and boasts an excellent reputation among the agencies that we provide for.

We are confident that you when you match Citywide's superior qualifications with the reasonable rates we have proposed, you will find Citywide to be the service of choice to fulfill the next contract with the City of Ramsey for the towing, impounding, and storage of motor vehicles.

Again, we look forward to continuing our already established working relationship.

Citywide Service Corp.