

Ross Body & Frame Works Inc
DbA A-1 Towing Service
1046 N Gilmore St
Allentown, PA 18109
610-435-8013

1. If towing is required 24/7 365 days will you be issuing release forms 24/7 365 days? **Yes, we have put a process in place that would allow for the possibility of releases 24/7/365. This does not mean that every car will be eligible for release but only those who meet the criteria established.**
2. Why only requiring outdoor storage for 50 vehicles? Is this 50 heavy duty vehicles, medium duty, light duty or a mixture and how will that be enough space? **50, or more, vehicles of any type would be acceptable.**
3. Why must we have indoor storage? **In the event there was a vehicle of high value to be towed or one that outside storage would be detrimental to the condition of the vehicle (a convertible with the top down). Some indoor storage capability is preferred.**
4. How timely will MV952 disposals be made available? The state law is only 20 days of being on a licensed salvors property so will we have the disposals at 20 days. **The APA can certainly work to have that paperwork prepared in this time frame.**
5. Why do you need the average length of impoundment beings that can vary heavily based on how quickly the APA does the disposal paperwork and how long Penndot takes to process that paperwork. **This data is requested for evaluation purposes as stated in 3.8.**
6. Will the APA be responsible for special events, snow emergencies, and snow removal beings that those towing “events” are already listed in the Allentown Police Contract that has already been awarded and put in place to a contractor? **No. The APA will not participate in towing of any vehicles parked on snow emergency routes.**
7. Why must the tower utilize Tracker Management? What are the requirements for the use of Tracker Management? **This requirement was put in place in the hope to better coordinate tow requests. By integrating**

the two systems, tow requests would be seen much faster and have location and other important information conveyed.

8. How will calls be dispatched equally if there is more than one towing company? Were there more than one tower, the calls would be dispatched in order and tracked in tracker management. Reporting could be provided to show impartiality of calls being sent to participating towers.
9. How will the APA keep record of which tower has which vehicle if more than one tower so that the vehicle owner is informed accordingly prior to driving all over looking for their car? All towing requests would be recorded in tracker management.
10. What are the location requirements in regards to city limits? I'm unsure of what you may mean here? Towing would be required anywhere within the city limits of Allentown, PA. Please let me know if I'm missing the intent of this question.
11. Why have the tow and storage rates been lowered from what is currently in place in regards to the last contract? The rates have not changed as far as I am aware. If I am missing something, please let me know.
12. Will you remove "towing fee" from what you charge the customer to get their release form beings you did not physically "tow" the vehicle? I believe this has been changed to "Administration Fee" so as not to create confusion for the customer and the towing company. The fee covers the APA's time to process paperwork and handle the towing call.