



City of Cambridge

39.

IN CITY COUNCIL

March 4, 1991

COUNCILLOR DUEHAY

ORDERED: That the City Manager be and hereby is requested to direct the Consumers' Council to investigate the attached complaint of Mary Chin and to report its findings to the City Council as soon as possible.

In City Council March 4, 1991.

Adopted by the affirmative vote of nine members.

Attest:- Joseph E. Connarton, City Clerk.

A true copy;

ATTEST:-

A handwritten signature in black ink that reads "Joseph E. Connarton". The signature is written in a cursive, flowing style.

Joseph E. Connarton
City Clerk

288 Washington Street
Cambridge, MA 02139
28 February 1991

City of Cambridge
Consumer's Council
831 Massachusetts Avenue
Cambridge, MA 02139

Re: Pat's Tow Service, Inc.
67 Pacific Street
Cambridge, MA 02139
Mass. D.P.U. Certificate #9480
I.C.C. MC. 116866

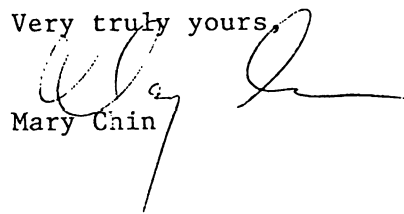
Dear Sir or Madam:

On or about February 13, 1991, per instruction of the Cambridge Police Department, Pat's Tow towed my car from Pine Street to their lot at 112 Sidney Street, Cambridge, a distance of less than one mile. I picked up my car on Saturday, February 16, 1991, and drove to Connecticut immediately thereafter. On the way down, I noted that I was not able to tune into any public radio FM stations. When I inspected the car, I noticed that the antenna had been broken off. Prior to my car being towed, I was able to tune into public radio FM stations.

I called Pat's Tow and was advised to bring my car in and speak with either Walter, the manager, or Roy, the owner. On Monday, February 18, 1991, I did so and spoke with a man who identified himself as Roy. I described the problem. He denied that the towing company could have done the damage. He alleged that the antenna could have been broken off by the people whose driveway my car was blocking. At no time did he inspect my car or his company's records.

I felt Roy treated me rudely and that he made no effort to address my complaint. As a Cambridge resident, I believe the City of Cambridge should select a towing company that is more responsive to customer complaints.

Very truly yours,


Mary Chin

cc: Better Business Bureau
Chamber of Commerce
City Council, City of Cambridge
Pat's Tow Service, Inc.

81
Jury

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ORDER # 39

F-128

Councillor Duehay re: complaint of Mary
Chin.

In City Council,

March 4, 1991.

ORDER ADOPTED