



4.

CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager Richard C. Rossi, Deputy City Manager

November 5, 2001

To The Honorable, The City Council:

In response to Awaiting Report Item No. 01-247, regarding a complaint against Phil's Tow Company, please be advised that this office has discussed this matter with Philip Bard, owner of Phil's Tow Company.

Based on the information received, the following is offered: Mr. Bard has discussed this matter with his Day Manager and has advised and counseled him on the importance of customer service and of not engaging in any type of disputes with customers. Mr. Bard has also reiterated to his employees that any concerns of persons that have been towed should be directed to him for a follow-up investigation.

Mr. Bard does have the Police Officers inventory slip which was written prior to the tow describing damage to the front and rear bumpers. However, Mr. Bard has offered to speak with the complainant to discuss this matter with him further.

In addition, a review of the Purchasing Officer files on Phil's Tow was conducted done. The investigation revealed that Phil's Tow has been under contract with the City of Cambridge for nine years and has only two complaints concerns damage to vehicles. Both complaints where resolve between Mr. Bard and the complainants by Mr. Bard refunding the complainants for damages received.

Very truly yours,

A handwritten signature in black ink, appearing to read "Robert W. Healy". The signature is fluid and cursive, with the first name "Robert" and last name "Healy" clearly distinguishable.

Robert W. Healy
City Manager

RWH/mec



Cal
401's

Consent Agenda #4

Awaiting Report Item Number
01-247, regarding a complaint
received against Phil's Tow
Company.

In City Council November 5, 2001

*Charter Right exercised
by Councillor Born
in City Council
November 19, 2001*

PLACED ON FILE