

ACTIVITY	SERVICE LEVEL	RESPONSIBILITY	
		COUNTY	CITY
1 Support for Special Events (ie. Art Fair, Student Move-In, etc.)	Additional Dispatch/Lein Staff to handle volume	Prepare & staff dispatch for event and coordinate with City Special Services Event Coordinator Insure Emergency & Non-emergency dispatch response does not decline due to event	Prepare Tow Companies
2 Lein Clearance	Within 24 hrs lein is cleared of tow	X	
3 Private Property Tows	Enter tow bills into e-impound	Dispatch	
4 City review of tow records/audits	Audit of towers and tow records to be done quarterly with City representative optional to attend	X	
5 Investment in technology to reduce calls to dispatch	Reduce calls to dispatch		City to purchase, install and maintain computers in CSO vehicles to run lein/e-impound
6 Payment of parking tickets	24/7 availability to pay and clear parking tickets so towed vehicle can be released		Insure payments options are available. Receive parking pymts and provide receipt.(through e-Impound/email) to tow companies so vehicle can be released
7 TR-52 forms	Manage process surrounding TR-52	Distribute and collect forms. Receive payments from customers and remit approp. amounts to city along with explanation of amount. Monthly reports for writs. Access to paperwork for writs.	
8 Victim's Rights	Permit waiver of \$45 admin fee for victims of crimes in Ann Arbor (there are only 3-5 per year)	X	
9 Tow companies accepting credit cards	Enforce this contractual requirement with tow companies.	X	
10 People with publicly towed vehicle will get standard message	Standard Script for dispatch & Police front desk	X	X
11 Public posting of fees and who to call for complaints	Standard fee schedule with contact info posted at all locations vehicles can be paid for	X	
12 City / County coordination	Sheriff's office will have official liason to coordinate with City liason	X	
13 Towing officer (CSP or PO) will process in the field	No change, but 20 minutes on avg. assumed for processing/waiting		X
14 Contract Administrator	Each party needs a business office type contract administrator to deal with contractual issues/approvals	X	X