

**2510.6 SUBJECT: WRECKER SERVICE CONTRACT
ADMINISTRATION**

:1 OBJECTIVE:

To establish procedures for ensuring compliance with Wrecker Service Contracts.

:2 AUTHORITY:

This procedure amended by City Council, December 19, 2012 – Item A-3.

:3 DIRECTION:

The Chief Financial Officer, as an appointed official, serves at the pleasure of, and receives direction from the Mayor.

:4 FUNCTIONS:

A. Introduction

City government, as an institution, has multiple partners including citizens, taxpayers, businesses, visitors, employees, and other governments. As a major institutional, economic, and service force in the region, it is important that the City strengthen relationships with its partners by adopting a clear and comprehensive set of policies and procedures.

Furthermore the integrity of the City of Orlando is of utmost importance, and adopting a set of policies is a key element to maintain this integrity. The purpose of this policy is to establish procedures for the effective administration of wrecker service contracts.

B. Monthly Reports

The Procurement and Contracts Division (Procurement) will ensure that contractors report to the City the information necessary to effectively monitor their activities.

C. Bonds and Certificates

Procurement will ensure that all of the contractors' performance bonds and certificates of insurance are kept current and are on file with the City.

D. Complaints

City agencies utilizing wrecker services will fully document complaints against wrecker contractors and forward any unresolved complaints to

Procurement. Procurement may take one or more of the following actions and/or other action allowed by law, as appropriate.

1. Resolve the issue with the contractor by having the contractor or City take appropriate action to achieve that resolution.
2. If a service issue still remains, a "notice to cure" letter may be issued to the contractor.
3. Termination of the contract, if appropriate.
4. In the event of termination, resolicit the service or make an award to the next lowest, responsive and responsible bidder, or the next highest ranked respondent.
5. Issue any and all change orders and modifications to the contracts, and ensure all using agencies are promptly advised of such changes.

E. Fleet and Facilities Management

1. Monitoring

The Fleet and Facilities Management Division is responsible for the day-to-day monitoring of the wrecker contract for City-owned or leased vehicles. Only the Fleet and Facilities Management Division may authorize use of the wrecker service. This authorization may be delegated to the OPD Dispatcher for Police vehicles during the hours when the Fleet and Facilities Management Division is not operating.

2. Monthly Reports

Fleet and Facilities Management Division shall reconcile City records with the information provided by contractors. Any unresolved discrepancy shall be reported to Procurement for resolution.

4. Tow Calls

When a City owned/leased vehicle is disabled, the vehicle operator must call the dispatcher at Fleet and Facilities Management Division to report the problem and location. Fleet and Facilities Management will determine whether the vehicle should be towed or repaired at the site of breakdown.

F. Orlando Police Department

The detailed responsibilities of OPD in utilizing the wrecker services shall be contained in OPD Policy and Procedures Manual.

F. Code Enforcement

Code Enforcement may request wrecker service for removal of disabled or abandoned vehicles (other than City vehicles) in accordance with the City Code and/or policy and procedure.

:5 FORMS:

None.

:6 COMMITTEE RESPONSIBILITIES:

None.

:7 REFERENCE:

City of Orlando Code, Chapter 7. Procedure adopted by City Council August 11, 1986, Item 9, A-3; amended August 15, 1988, Item 14, A-13; amended July 26, 1993; amended April 17, 2000, Item 3-D; policy section # changed from 191.15, April 2004; amended December 19, 2012, Item A-3.

:8 EFFECTIVE DATE:

This procedure effective January 1, 2013.