



items expressly permitted to be removed by law and regulation and does not and shall not include such items as: removable audio or electronic equipment and components, tires and tire changing equipment and related devices and equipment, any item, device or piece of equipment related to the foregoing, and any item, device or piece of equipment affixed to or attached to the towed vehicle, whether that affixment and/or attachment is permanent or temporary.

6.4.7 In the event a mechanical inspection of a towed vehicle is requested by the City or its Police Dept., such inspection shall be made by an Automotive Service Excellence, ASE, certified mechanic or equal chosen solely by the City and the Towing Company shall fully cooperate with said mechanic. Said inspection shall occur without moving or relocating the towed vehicle to another location not on the Towing Company's premises unless the Towing Company receives prior written Police Department authorization for such movement or relocation. The costs for said mechanical inspection shall be paid by the City.

6.4.8 A lack of available storage space, unless verified by the Police Dept., shall not be a valid or acceptable reason for the Towing Company's refusal to provide towing services.

## 6.5. Operations

6.5.1 The Towing Company shall be operational for performing all towing services required under this contract twenty-four (24) hours per day, seven (7) days per week, including all Federal, State and local holidays and shall maintain a single consistent telephone number for contacting and communicating with the Towing Company. Towing Company hours of operation for release of towed vehicles, and the release of such vehicle(s), shall be 8:00 am to 6:00 pm Monday thru Friday, and 8:00 am to noon on Saturday (except holidays).

6.5.2 The Towing Company shall have personnel and wreckers available to respond anywhere within the following areas: City of Waterbury, Wolcott, Cheshire, Prospect, Naugatuck, Middlebury, Thomaston and Watertown at all times under any weather conditions, including without limitation, a snow emergency within the City of Waterbury. For a tow located within the City of Waterbury a twenty (20) minute response time is required, being the total elapsed time from the instant when the City's Department of Public Works (DPW) dials the phone number of the Towing Company OR in the instance of a Police Department request for towing services the single contact-point