

◆ A. OPENING STATEMENT

Good evening, my name is Keith Ristow, owner of Bob's Towing here in Appleton.

This appeal concerns whether a company that acted responsibly, corrected issues immediately, and followed policy should be removed from service.

Thank you for the opportunity to be heard today regarding our removal from the APD rotating call list.

Bob's Towing has been a reliable service provider in this community, and we take our responsibility to respond to calls seriously. The issue leading to our removal centers around a limited number of declined calls, and I want to provide the full context.

There were a total of 16 declined calls.

- 9 were declined because we were actively engaged in other towing operations and could not meet the required 20-minute response time. In those cases, declining those calls was not a failure — it was compliance with the 20-minute response requirement and in the best interest of the public.
- 2 calls were declined due to mechanical issues during extreme cold conditions.
- The remaining 5 calls were the result of a driver communication issue. This was identified immediately and corrected the same day.

I also met with the county contact, reviewed recorded calls, and implemented procedures to ensure this does not happen again.

At no point were calls ignored or mishandled intentionally. Every declined call had a legitimate operational reason, and steps were taken immediately to correct any internal issues.

Additionally, all communication regarding this matter was handled through Sergeant Biese, who had only recently assumed the role. I was not given the opportunity to discuss the situation directly with department leadership prior to removal.

We are asking for reinstatement based on the fact that we acted in good faith, followed operational requirements, and addressed any issues promptly and professionally.

Thank you for your time and consideration.

◆ B. TIMELINE OF EVENTS

January 2026

- Sgt. Biese assumes position

January– February 2026

- Calls are received and declined under specific circumstances:
 - Active jobs preventing 20-minute response
 - Mechanical issues due to extreme cold
 - Driver communication issue

Same Day (Driver Issue Identified)

- Driver issue discovered
- Immediate corrective action taken
- Communication procedures corrected
- A detailed timeline of February 20 is provided in Exhibit G.

Following Days

- Meeting with county contact
- Recorded calls reviewed
- Additional internal procedures implemented

February 27, 2026

- Removal decision postmarked

March 4, 2026

- Appeal submitted to City Clerk

March 25, 2026

- Safety & Licensing Committee hearing
-

◆ C. CALL DECLINE BREAKDOWN

Total Declined Calls: 16

- **9 Calls – Active Jobs / 20-Minute Conflict**
 - Already engaged in towing operations
 - Unable to meet required response time
 - Declining ensured compliance with policy
 - **2 Calls – Mechanical / Weather**
 - Equipment issues during extreme cold
 - Safety and reliability concerns
 - **5 Calls – Driver Communication Issue**
 - Driver did not have proper access to business phone
 - Issue identified and corrected immediately
-

◆ **D. CORRECTIVE ACTIONS TAKEN**

- Driver communication issue corrected **same day**
 - Proper phone access and procedures implemented
 - Internal accountability reinforced
 - Calls reviewed with county contact
 - Recorded calls analyzed for accuracy and transparency
 - Operational improvements implemented immediately
-

◆ E. KEY POSITION

Bob's Towing did not ignore calls.

Calls were declined when we could not meet the required 20-minute response time.

Accepting those calls would have resulted in delayed service and would not have been in the best interest of the public or in compliance with expectations.

The issues identified were:

- Limited in scope
- Immediately corrected
- Not reflective of overall performance

The removal from the rotation list is a disproportionate response to issues that were already addressed.

There was no pattern of neglect, refusal to serve, or intentional non-compliance. The issue was situational, limited, and corrected immediately.

◆ F. RESPONSE TO EXPECTED QUESTIONS

Why were calls declined?

Calls were declined when we could not meet the 20-minute requirement. Accepting them would have resulted in delayed service.

What was done about the driver issue?

It was identified immediately and corrected the same day. Procedures were implemented to prevent recurrence.

How do we know this won't happen again?

We implemented communication protocols, accountability measures, and reviewed calls with the county to ensure full transparency.

Why should you be reinstated?

Because we acted responsibly, corrected issues immediately, and have a proven track record of service.

◆ G. PUBLIC INTEREST

Maintaining a reliable and available towing rotation benefits the City and its residents.

Bob's Towing has the capacity, experience, and commitment to continue serving effectively. Removing a capable provider based on corrected issues does not serve the public interest.

◆ H. CONCLUSION

Bob's Towing acted responsibly, corrected all identified issues immediately, and remains committed to providing reliable service to the City of Appleton.

We respectfully request reinstatement to the APD rotating call list.

Reinstatement is not only reasonable — it is the appropriate outcome based on the facts.

◆ I. EXHIBIT INDEX

Exhibit A – APD Removal Letter

Exhibit B – Appeal Denial Letter

Exhibit C – Request for Reconsideration

Exhibit D – Delivery / Mailing Documentation

Exhibit E – Statement Regarding Lt. Schuette Communication

Exhibit F – Statement Regarding Sgt. Biese Communication

Exhibit G – Timeline of Events (February 20, 2026)

Exhibit H – Summary of Key Facts Supporting Appeal

Exhibit I – APD Call Log Data

Exhibit J – Statement Regarding Declined Calls



**APPLETON
POLICE
DEPARTMENT**
COMPASSION * INTEGRITY * COURAGE

Appleton Police Department
222 South Walnut Street
Appleton, WI 54911
Phone: 920.832.5500
Fax: 920.832.5553
police.appletonwi.gov

February 20, 2026

Keith Ristow
Bob's / Mac's Towing
1818 N. Locust Street
Appleton, WI 54914

Effective immediately on February 20, 2026, Bob's (Mac's) Towing is removed from the City of Appleton next-up tow list. This removal is based on violations of Appleton Code, to include:

Availability: 9-750(b) A towing company must provide rotating call list services 24 hours a day, seven (7) days a week, including on legal holidays.

In fall of 2025 you were made aware of a number of declined tows. A review of tow opportunities accepted between 01/01/26 and the morning of 02/19/26 showed continuation of that violation, with approximately just over half of the opportunities accepted. This is significantly less than others on the list and unacceptable.

Professional Conduct 9-750(f)(3) Towing company employees who are engaged in any activity described in this Article must: Conduct themselves in a professional manner

During 2025 you were warned regarding the unprofessional conduct of your driver, Tyler Romenesko, which occurred during dialogs he had with Outagamie County Dispatch. You were notified of the severity of this concern and consequences of continued behaviors.

Tyler's unprofessional demeanor with county dispatch has continued, with the most recent incident being on 02/20/2025, resulting in a complaint.

These violations of Appleton Code impact the efficiency of the emergency communications center and safety of the public.

The appeal process for this removal is as follows:

Sec. 9-752(d) A towing company may request a reconsideration of a decision made pursuant to this Article by putting the reason for the request in writing and submitting it to the Chief of Police. The Chief of Police or designee shall review

the request and issue a written decision on the request within seven (7) business days. A towing company may appeal the decision of the Chief of Police or designee within ten (10) business days by placing the reason for the appeal in writing and delivering the appeal to the City Clerk. The appeal will be heard and decided by the Common Council by way of the Safety and Licensing Committee.

Sincerely,

Sgt. Chris Biese 9144
Appleton Police Department
Operations Coordinator
920-832-5544
christopher.biese@appletonwi.gov



APPLETON POLICE DEPARTMENT

COMPASSION * INTEGRITY * COURAGE

Appleton Police Department
222 South Walnut Street
Appleton, WI 54911
Phone: 920.832.5500
Fax: 920.832.5553
police.appletonwi.gov

Keith Ristow
Mac's Towing dba Bob's Towing .
1818 N Locust Street
Appleton, WI 54914

Hello Keith,

Your appeal letter was reviewed and the original decision stands; The appeal is denied.

Sincerely,

Sgt. Biese
Operations Coordinator
Appleton Police Department
920-832-5544
christopher.biese@appletonwi.gov

February 20, 2026
Chief Polly Olson
Appleton Police Department
222 S Walnut Street
Appleton, WI 54911

Re: Request for Reconsideration – Removal from Next-Up Tow List

Chief Olson,

I respectfully request reconsideration of the February 20, 2026 decision removing Mac's Towing, LLC d/b/a Bob's Towing from the City of Appleton next-up tow list.

Mac's Towing, LLC d/b/a Bob's Towing maintains 24-hour operations, including overnight on-call coverage with one truck assigned at all times. We have consistently remained reachable and operational in compliance with City requirements.

During the referenced period, any declined tow opportunities occurred when our available unit was already actively engaged on a prior dispatched call. Our dispatch system operates on a first-come, first-served basis. When a truck is committed to an active service call and no additional equipment is available to respond within the City's required 20-minute response time, we must decline the subsequent call. These situations reflect temporary capacity limitations while actively servicing other customers, not a refusal to provide service.

Regarding professional conduct concerns, immediate corrective action has been implemented. The employee referenced has been removed from handling or responding directly to dispatch communications, and internal communication expectations have been reinforced to ensure professionalism in all future interactions.

Mac's Towing, LLC d/b/a Bob's Towing values its longstanding working relationship with the Appleton Police Department and remains committed to meeting the standards required of rotation participants. I respectfully request reconsideration and reinstatement to the next-up tow list. I may be contacted at any time to discuss this matter at 920-740-2145.

Sincerely,

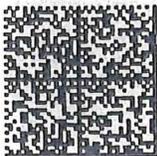
Keith Ristow
Mac's Towing, LLC d/b/a Bob's Towing
1818 N. Locust Street
Appleton, WI 54914

Mailed
2/20/26

US POSTAGE PAID PITNEY BOWES



ZIP 54904 \$ 000.64¹
02 7W
0008032205 FEB. 27. 2026



FIRST-CLASS
AUTO LETTER

Appleton Police Department
222 South Walnut Street
Appleton, WI 54911-5899



4144



Bob's Towing
Attn: Keith Ristow
1818 N Locust Street
Appleton, WI 54914

0008032205 FEB 27 2026

0008032205 FEB 27 2026

EXHIBIT E

Statement Regarding Conversation with Lt. Schuette Concerning Dispatch Call

I, Keith Ristow, owner of Mac's Towing, LLC, provide the following statement regarding my conversation with Lt. Schuette concerning a call placed to dispatch on February 20, 2026.

During the early morning hours of February 20, 2026, a driver employed by Mac's Towing, LLC placed a call to the dispatch center related to a tow request.

At approximately 12:37 PM on February 20, 2026, I received a call from Lt. Schuette regarding the circumstances surrounding the earlier dispatch communication. During this conversation, Lt. Schuette advised me of the concerns related to the interaction with dispatch personnel and discussed the recorded communications associated with the call.

During our discussion, I acknowledged the concerns that had been raised regarding the interaction with dispatch. I informed Lt. Schuette that I would immediately remove my driver from handling any further calls to the dispatch center in order to prevent any additional adverse interactions with dispatch personnel.

Lt. Schuette indicated that he was satisfied with the corrective action that I proposed and agreed that removing the driver from dispatch communications would help prevent any further disruption at the communications center.

This statement is provided to document the conversation that occurred with Lt. Schuette and the corrective actions that were implemented immediately following the February 20, 2026 incident.



Keith Ristow

Owner, Mac's Towing, LLC

Date: 3/4/26

EXHIBIT F

Statement Regarding Telephone Call from Sgt. Christopher Biese

I, Keith Ristow, owner of Mac's Towing, LLC, provide the following statement regarding a telephone call I received from Sgt. Christopher Biese of the Appleton Police Department on February 20, 2026.

At approximately 3:06 PM on February 20, 2026, I received a phone call from Sgt. Christopher Biese. During this call, Sgt. Biese informed me that Mac's Towing, LLC was being removed from the City of Appleton Tow Operator Rotation List.

Sgt. Biese stated that a written notice had been affixed to the door of my business location and that a copy of the notice would also be sent to me by email.

The call was brief and lasted approximately three minutes. During the call, Sgt. Biese indicated that the decision had already been made and did not wish to engage in further discussion regarding the matter.

This statement is provided to document the notification call that occurred on February 20, 2026 regarding the removal of Mac's Towing, LLC from the City of Appleton Tow Operator Rotation List.



Keith Ristow

Owner, Mac's Towing, LLC

Date: 3-4-26

EXHIBIT G

Timeline of Events – February 20, 2026

Time	Event
Early Morning	Driver employed by Mac's Towing, LLC places a call to the Appleton dispatch center regarding a tow request.
12:37 PM	Keith Ristow receives a call from Lt. Schuette regarding the earlier dispatch communication. Keith states he will immediately remove the driver from communicating with dispatch to prevent further issues. Lt. Schuette indicates he is satisfied with this corrective action.
3:06 PM	Keith Ristow receives a call from Sgt. Christopher Biese informing him that Mac's Towing, LLC is being removed from the City of Appleton Tow Operator Rotation List. Sgt. Biese states written notice has been affixed to the shop door and that a copy will also be sent by email. The call lasts approximately three minutes.



Keith Ristow

Owner, Mac's Towing, LLC

Date: 3-4-26

EXHIBIT H

Summary of Key Facts Supporting Appeal

February 20, 2026 – Early Morning

A driver employed by Mac's Towing, LLC placed a call to the Appleton dispatch center regarding a tow request. Concerns were later raised regarding the interaction with dispatch personnel.

12:37 PM – Corrective Action Implemented

Keith Ristow received a telephone call from Lt. Schuette regarding the earlier dispatch communication. During this conversation, Keith Ristow informed Lt. Schuette that the driver would be immediately removed from communicating with dispatch to prevent any further adverse interactions. Lt. Schuette indicated that he was satisfied with the corrective action and agreed that the action would prevent further disruption at the communications center.

3:06 PM – Notification of Removal

Keith Ristow received a telephone call from Sgt. Christopher Biese informing him that Mac's Towing, LLC was being removed from the City of Appleton Tow Operator Rotation List. Sgt. Biese stated that written notice had been affixed to the business door and that a copy would also be sent by email. The call lasted approximately three minutes.

This summary is provided to highlight the sequence of events on February 20, 2026, including the corrective action taken prior to the notification that Mac's Towing, LLC had been removed from the City of Appleton Tow Operator Rotation List.



Keith Ristow

Owner, Mac's Towing, LLC

Date: 3-4-26

Exhibit I

INSRV	07:04:24 02/20/26	BL40464 / CT // TAN 2000 TOYOTA COROLLA	BL40464 / CT // TAN 2000 TOYOTA COROLLA	HY 441 SB & E CALUMET ST			
A	06:45:01 02/20/26	BL40464 / CT // TAN 2000 TOYOTA COROLLA	BL40464 / CT // TAN 2000 TOYOTA COROLLA	HY 441 SB & E CALUMET ST			
E	06:25:30 02/20/26	BL40464 / CT // TAN 2000 TOYOTA COROLLA	BL40464 / CT // TAN 2000 TOYOTA COROLLA	HY 441 SB & E CALUMET ST			
INSRV	16:02:21 02/19/26	NOT AVAIL		2425 N MASON ST		Driver was on another call in Michigan	
CANCL	23:37:02 02/18/26	ASM7473 2005 BLACK HONDA CR-V EX-BOBS PASSED		N RICHMOND ST & W PARKRIDGE AV			
E	23:35:49 02/18/26	ASM7473 2005 BLACK HONDA CR-V EX-BOBS PASSED		N RICHMOND ST & W PARKRIDGE AV		Driver declined	
INSRV	02:53:53 02/17/26	ARB3042 toyota rav4		E WIS AV & WIS CT			
E	01:54:21 02/17/26	ARB3042 toyota rav4		E WIS AV & WIS CT			
INSRV	00:45:30 02/16/26	AXD3651 TOYOTA COROLLA		W COLLEGE AV & N MASON ST			
E	20:31:14 02/15/26	AXD3651 TOYOTA COROLLA		W COLLEGE AV & N MASON ST			
CANCL	00:41:19 02/15/26	FR82320 IL PLATE 2010 GREY SUBARU UTILITY		500BLK W COLLEGE AV			
E	00:39:28 02/15/26	FR82320 IL PLATE 2010 GREY SUBARU UTILITY		500BLK W COLLEGE AV		Driver declined	
INSRV	00:36:50 02/14/26	BBL6490 GRAY 2019 SUBARU CROSSSTREK		400BLK W COLLEGE AV			
E	00:11:04 02/14/26	BBL6490 GRAY 2019 SUBARU CROSSSTREK		400BLK W COLLEGE AV			
INSRV	08:47:29 02/12/26	BCP2885 2023 GRAY HONDA ODYSSEY		E GUSTY LA & N WATERFORD DR			
E	08:02:43 02/12/26	BCP2885 2023 GRAY HONDA ODYSSEY		E GUSTY LA & N WATERFORD DR			
CANCL	12:32:43 02/11/26	80558DS 2010 WHT FORD FUSION BOBS UNAVAIL		N DIVISION ST & W COMMERCIAL ST			
E	12:31:20 02/11/26	80558DS 2010 WHT FORD FUSION BOBS UNAVAIL		N DIVISION ST & W COMMERCIAL ST		Driver was on another call in Green Bay	
CANCL	23:42:07 02/06/26	MHS6856 2023 NISSAN SEDAN PLATE PA		400BLK W COLLEGE AV			
E	23:39:51 02/06/26	MHS6856 2023 NISSAN SEDAN PLATE PA		400BLK W COLLEGE AV			
INSRV	07:23:20 02/06/26	armw8948 2018 chev equinox		400BLK W COLLEGE AV			
E	06:58:13 02/06/26	armw8948 2018 chev equinox		N LYNNDALE DR & W COLLEGE AV			
CANCL	14:11:57 02/05/26	2018 BLK DODGE CHARGER- PASSED		N LYNNDALE DR & W COLLEGE AV			
E	14:10:23 02/05/26	2018 BLK DODGE CHARGER- PASSED		N LAWE ST & E NORTH ST		Driver declined	
INSRV	09:32:12 02/04/26	AZK3766 2013 Toyota Prius		E NORTH ST & N MORRISON ST			
E	08:33:26 02/04/26	AZK3766 2013 Toyota Prius		E NORTH ST & N MORRISON ST			
CANCL	15:32:59 02/03/26	BCG6668 2008 BLK ACCURA TL		E CALUMET ST & HY 441 NB			
E	15:31:31 02/03/26	BCG6668 2008 BLK ACCURA TL		E CALUMET ST & HY 441 NB		Driver was on a call in Manitowoc	
INSRV	05:16:08 02/02/26	AXL5007 SILVER SUBARU OUTBACK; ALL FOUR INTACT, HAVE THE KEYS		113 W HARRIS ST #100			
A	05:16:08 02/02/26	AXL5007 SILVER SUBARU OUTBACK; ALL FOUR INTACT, HAVE THE KEYS		113 W HARRIS ST #100			
E	03:37:57 02/02/26	AXL5007 SILVER SUBARU OUTBACK; ALL FOUR INTACT, HAVE THE KEYS		113 W HARRIS ST #100			
CANCL	02:59:55 02/01/26	BAJ7368 ford explorer		S MEMORIAL DR & GMEINER RD			
E	02:57:53 02/01/26	BAJ7368 ford explorer		S MEMORIAL DR & GMEINER RD		Driver Declined	
INSRV	00:56:14 02/01/26	AXH5262 nissan sentra		400BLK W COLLEGE AV			
E	00:04:44 02/01/26	AXH5262 nissan sentra		400BLK W COLLEGE AV			
INSRV	21:01:21 01/31/26	874ZTN 2016 TOYOTA CAMRY GRAY		W WIS AV & N DIVISION ST			
A	18:44:38 01/31/26	874ZTN 2016 TOYOTA CAMRY GRAY		W WIS AV & N DIVISION ST			
E	18:25:12 01/31/26	874ZTN 2016 TOYOTA CAMRY GRAY		W WIS AV & N DIVISION ST			
INSRV	15:50:31 01/30/26	passed - us2867 2024 gray chevy silverado, 4 intact, have keys		W CALUMET ST & SOUTHWOOD DR			
INSRV	13:09:39 01/29/26	AK88823 2021 BLACK JEEP GRAND CHEROKEE		N ONEIDA ST & W PKWY BLVD			
E	12:28:26 01/29/26	AK88823 2021 BLACK JEEP GRAND CHEROKEE		N ONEIDA ST & W PKWY BLVD			
CANCL	17:21:07 01/28/26	831ZJK CHEVY CRUZE-PASSED		E COLLEGE AV & S ONEIDA ST		Driver Declined	
E	17:20:13 01/28/26	831ZJK CHEVY CRUZE-PASSED		E COLLEGE AV & S ONEIDA ST			
CANCL	18:06:41 01/26/26	au7264 2017 blue toyota prius hatchback, significant damage to driver side		N KENSINGTON DR & E NEWBERRY ST			
E	18:04:50 01/26/26	au7264 2017 blue toyota prius hatchback, significant damage to driver side		N KENSINGTON DR & E NEWBERRY ST			
INSRV	17:33:09 01/26/26	AH3905 2016 MAZDA CX3		N DREW ST & E COLLEGE AV			
E	17:09:32 01/26/26	AH3905 2016 MAZDA CX3		N DREW ST & E COLLEGE AV			
INSRV	09:26:44 01/26/26	* TOOK A PASS		N BALLARD RD & HY 41 SB			
CANCL	09:26:31 01/26/26	AUL7236 * PASS		N BALLARD RD & HY 41 SB			
INSRV	18:07:53 01/25/26	TOOK A PASS		N LAWE ST & E FRANKLIN ST			
E	18:06:38 01/25/26	TOOK A PASS		N LAWE ST & E FRANKLIN ST		Driver was on a call in DePere	
INSRV	14:58:31 01/24/26	took a pass ---- 2001 honda crv		HY 441 NB & S TELULAH AV			
E	14:19:08 01/24/26	took a pass ---- 2001 honda crv		HY 441 NB & S TELULAH AV		Driver had a vehicle loaded and was in Menasha	

CANCL	00:04:04 01/24/26	558YLU MERCURY GRAND MARQUIS SILVER	400BLK W COLLEGE AV					
E	00:01:53 01/24/26	558YLU MERCURY GRAND MARQUIS SILVER	400BLK W COLLEGE AV					
INSRV	11:14:18 01/23/26	passed bae5840_2016 silv chevy cruze, front ds wheel not on axle	HY 441 SB ON RAMP / E COLLEGE AV; HY 441 SB ON / E COL					
INSRV	17:55:50 01/22/26	TOOK A PASS	2810 N ROEMER RD					Driver had vehicle problems on was to call due to cold weather
E	17:00:59 01/22/26	TOOK A PASS	2810 N ROEMER RD					
CANCL	17:34:38 01/20/26	VG8926 2015 BLUE BOBS PASSED	N RICHMOND / HY 41 NB					Driver had vehicle problems on was to call due to cold weather
E	17:33:58 01/20/26	VG8926 2015 BLUE BOBS PASSED	N RICHMOND / HY 41 NB					
CANCL	15:43:11 01/20/26	ST7338 2022 BLK BOBS PASSED	S STATE ST & W SEVENTH ST					Driver was on a call in Greenville
E	15:41:32 01/20/26	ST7338 2022 BLK BOBS PASSED	S STATE ST & W SEVENTH ST					
INSRV	19:06:07 01/19/26	AWD5473 PONTIAC GRAND PRX	E COLLEGE AV & S WALTER AV					
E	18:47:51 01/19/26	AWD5473 PONTIAC GRAND PRX	E COLLEGE AV & S WALTER AV					
CANCL	08:56:32 01/19/26	BBY4766 2023 GREY TOYOTA CAMRY BOBS UNAVAIL	E CALUMET ST & S KENSINGTON DR					Driver loaded with a vehicle in Menasha
E	08:55:26 01/19/26	BBY4766 2023 GREY TOYOTA CAMRY BOBS UNAVAIL	E CALUMET ST & S KENSINGTON DR					
INSRV	04:15:48 01/18/26	ann2634 2010 nissan altima blue,heavy front end damage.all 4 can roll,have keys	S WALNUT ST & W SIXTH ST					
E	02:44:05 01/18/26	ann2634 2010 nissan altima blue,heavy front end damage.all 4 can roll,have keys	S WALNUT ST & W SIXTH ST					
INSRV	17:45:36 01/17/26	AZP5712 2012 Buick Enclave White	N RICHMOND ST & W WINNEBAGO ST					
E	14:16:10 01/17/26	AZP5712 2012 Buick Enclave White	N RICHMOND ST & W WINNEBAGO ST					
INSRV	23:00:03 01/15/26	AVP2549 Chrysler town and country	HY 41 SB & N BALLARD RD					
E	22:17:26 01/15/26	AVP2549 Chrysler town and country	HY 41 SB & N BALLARD RD					
INSRV	11:08:35 01/13/26	SIH542 2017 Ford Fusion white	120 E FRANKLIN ST; #A					
E	10:48:08 01/13/26	SIH542 2017 Ford Fusion white	120 E FRANKLIN ST; #A					
INSRV	03:18:54 01/11/26	RZ4065 chevy silverado	HY 441 SB OFF RAMP / E COLLEGE AV; HY 441 SB OFF / E CO					
E	02:29:43 01/11/26	RZ4065 chevy silverado	HY 441 SB OFF RAMP / E COLLEGE AV; HY 441 SB OFF / E CO					
INSRV	08:14:08 01/10/26	AUP4476 2010 CHRYSLER TOWN & COUNTRY BLUE	E JOHN ST & S MATTHIAS ST					
E	07:30:41 01/10/26	AUP4476 2010 CHRYSLER TOWN & COUNTRY BLUE	E JOHN ST & S MATTHIAS ST					Driver was on a call in Green Bay
INSRV	13:06:23 01/08/26	passed - exz4631 2016 blue mini cooper, have the keys	231 E COLLEGE AV					
E	18:00:18 01/06/26	NO PLATE - White Chevrolet Impala - Nothing wrong, no licensed driver	S MEMORIAL DR & W FOURTH ST					
CANCL	17:35:10 01/06/26	NO PLATE - White Chevrolet Impala - Nothing wrong, no licensed driver	S MEMORIAL DR & W FOURTH ST					
E	01:20:23 01/06/26	B886197 FORD FUSION RED	W COLLEGE AV & S LYNNDALE DR					Dispatched Cancelled
INSRV	01:07:29 01/06/26	B886197 FORD FUSION RED	W COLLEGE AV & S LYNNDALE DR					
E	04:42:31 01/04/26	ASU7196 DODGE CHALLENGER	W FRANKLIN ST & N BADGER AV					
INSRV	02:34:59 01/04/26	ASU7196 DODGE CHALLENGER	W FRANKLIN ST & N BADGER AV					
CANCL	10:26:10 01/01/26	BCJ4757 2010 WHITE HYUNDAI VERACRUZ BOBS UNAVAILABLE	3411 N BALLARD RD; SHELL APPLETON					Driver was on a call in Oshkosh
E	10:24:39 01/01/26	BCJ4757 2010 WHITE HYUNDAI VERACRUZ BOBS UNAVAILABLE	3411 N BALLARD RD; SHELL APPLETON					

EXHIBIT J

Statement Regarding Dispatch Calls and Declined Calls

I, Keith Ristow, owner of Mac's Towing, LLC, provide the following statement regarding dispatch activity and declined tow requests referenced in the removal notice.

Based on the dispatch records reviewed, there were a total of **sixteen (16) calls recorded as declined** during the period referenced.

The reasons for those declined calls are as follows:

- **Nine (9) calls** were declined because Mac's Towing, LLC would not have been able to meet the 20-minute response requirement due to location, distance, or other active service commitments at the time of dispatch.
- **Two (2) calls** were declined while the driver was en route due to vehicle issues caused by extreme cold weather, which prevented the driver from safely continuing to the scene.
- **Five (5) calls** were declined by the driver. This issue has been addressed operationally by removing the driver from possession of the business dispatch phone, ensuring that dispatch communications are handled appropriately going forward.

This statement is provided to clarify the circumstances surrounding the declined calls referenced in the dispatch records.



Keith Ristow

Owner, Mac's Towing, LLC

Date: 3-4-26