

Keith Ristow
Mac's Towing, LLC d/b/a Bob's Towing
1818 N. Locust Street
Appleton, WI 54914
Phone: 920-731-1519
Email: keith@towmemac.com

OFFICE OF THE CITY CLERK

FILED

MAR 04 2026

APPLETON, WISCONSIN

March 4, 2026

City Clerk
City of Appleton
100 North Appleton Street
Appleton, WI 54911

Re: Notice of Appeal – Removal from Appleton Police Department Rotation List

Dear City Clerk,

Pursuant to Section 9-752(d) of the Appleton Municipal Code, I hereby file this formal Notice of Appeal regarding the removal of Mac's Towing, LLC d/b/a Bob's Towing from the Appleton Police Department next-up rotation list.

On February 20, 2026, Mac's Towing was notified of its immediate removal from the rotation list. A written denial of reconsideration, signed by Sgt. Christopher Biese, was postmarked February 27, 2026. The denial states that the original decision stands and that the appeal is denied.

This appeal is timely filed within the ten (10) business days required under Section 9-752(d).

Mac's Towing respectfully requests review of the removal decision by the Safety and Licensing Committee and the Common Council. The basis for this appeal includes, but is not limited to, the following:

1. The removal appears to have been executed under the discretionary authority provided in Section 9-752(b).
2. Immediate corrective action was taken on February 20, 2026 prior to notification of removal.
3. No written warnings were issued in calendar year 2026 prior to removal.
4. The ordinance contemplates non-acceptance of assignments and placement at the end of the list under Section 9-750(c), but does not define a minimum acceptance percentage.
5. A detailed breakdown of accepted versus declined calls referenced in the removal notice was requested and has since been received and reviewed. The information from that breakdown is addressed within the attached exhibits.

Mac's Towing respectfully requests the opportunity to present evidence and testimony at the hearing before the Safety and Licensing Committee and Common Council.

Please advise of the scheduled hearing date and any additional procedural requirements.

Respectfully submitted,



Keith Ristow
Mac's Towing, LLC d/b/a Bob's Towing

EXHIBIT INDEX

Appeal of Tow Operator Rotation List Removal
Mac's Towing, LLC
Submitted by: Keith Ristow
571 Marcella St., Kimberly, WI 54136
Phone: 920-731-1519 | Email: keith@towmemac.com

- Exhibit A Copy of the written notice regarding removal of Mac's Towing, LLC from the City of Appleton Tow Operator Rotation List.
- Exhibit B Email correspondence from Sgt. Christopher Biese confirming the denial of the initial appeal.
- Exhibit C Copy of the appeal correspondence submitted by Keith Ristow regarding the removal decision.
- Exhibit D Copy of the envelope showing USPS postmark dated February 27, 2026 related to the mailed notice.
- Exhibit E Statement of Keith Ristow regarding the conversation with Lt. Schuette on February 20, 2026 at approximately 12:37 PM concerning the dispatch call and corrective action taken.
- Exhibit F Statement of Keith Ristow regarding the telephone call received from Sgt. Christopher Biese on February 20, 2026 at approximately 3:06 PM notifying Mac's Towing, LLC of removal from the rotation list.
- Exhibit G Timeline of events for February 20, 2026 outlining dispatch call, corrective action, and notification of removal.
- Exhibit H Summary of key facts highlighting the sequence of events and corrective action taken on February 20, 2026.
- Exhibit I Dispatch activity log from February 20, 2026 documenting early morning tow request activity referenced in the removal notice.
- Exhibit J Statement of Keith Ristow explaining the circumstances surrounding the sixteen declined calls noted in the dispatch records.



Keith Ristow
Owner, Mac's Towing, LLC
Date: 3-4-26



**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

Exhibit B



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

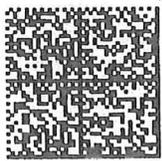
Mailed
2/20/26



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

4144

FIRST-CLASS
AUTO LETTER



US POSTAGE with PRTNEY BOWES



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



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

095 AAF294B 54914

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.

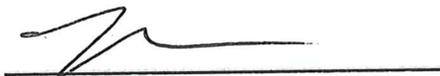
During the early morning hours of February 20, 2026, a driver employed by Mac's Towing, LLC placed a call to the dispatch center related to a tow request.

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.

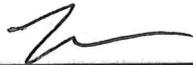
12:37 PM – Corrective Action Implemented

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

INSRV	07:04:24 02/20/26	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	HY 441 SB & E CALUMET ST						
E	06:25:30 02/20/26	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						
CANCL	23:37:02 02/18/26	ASM7473 2005 BLACK HONDA CR-V EX-80BS PASSED	N RICHMOND ST & W PARKRIDGE AV						
E	23:35:49 02/18/26	ASM7473 2005 BLACK HONDA CR-V EX-80BS PASSED	N RICHMOND ST & W PARKRIDGE AV						
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	W COLLEGE AV & N MASON ST						
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 CROSSTREK	400BLK W COLLEGE AV						
E	00:11:04 02/14/26	BBL6490 GRAY 2019 SUBARU CROSSTREK	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	805580S 2010 WHF FORD FUSION BOBS UNAVAIL	N DIVISION ST & W COMMERCIAL ST						
E	12:31:20 02/11/26	805580S 2010 WHF 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	MHS6656 2023 NISSAN SEDAN PLATE PA	400BLK W COLLEGE AV						
E	23:39:51 02/06/26	MHS6656 2023 NISSAN SEDAN PLATE PA	400BLK W COLLEGE AV						
INSRV	07:23:20 02/06/26	armw8948 2018 chev equinox	N LYNNDALE DR & 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 LAWE ST & E NORTH ST						
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	AZX3766 2013 Toyota Prius	E NORTH ST & N MORRISON ST						
E	08:33:26 02/04/26	AZX3766 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	AKL5007 SILVER SUBARU OUTBACK: ALL FOUR INTACT, HAVE THE KEYS	113 W HARRIS ST #100						
A	03:57:56 02/02/26	AKL5007 SILVER SUBARU OUTBACK: ALL FOUR INTACT, HAVE THE KEYS	113 W HARRIS ST #100						
E	03:37:57 02/02/26	AKL5007 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	AKB8823 2021 BLACK JEEP GRAND CHEROKEE	N ONEIDA ST & W PERRY BLVD						
E	12:28:26 01/29/26	AKB8823 2021 BLACK JEEP GRAND CHEROKEE	N ONEIDA ST & W PERRY BLVD						
CANCL	17:21:07 01/28/26	831ZLK CHEVY CRUZE-PASSED	E COLLEGE AV & S ONEIDA ST						
E	17:20:13 01/28/26	831ZLK CHEVY CRUZE-PASSED	E COLLEGE AV & S ONEIDA ST						Driver Declined
CANCL	18:06:41 01/26/26	auz7264 2017 blue toyota prius hatchback, significant damage to driver side	N KENSINGTON DR & E NEWBERRY ST						
E	18:04:50 01/26/26	auz7264 2017 blue toyota prius hatchback, significant damage to driver side	N KENSINGTON DR & E NEWBERRY ST						
INSRV	17:33:09 01/26/26	AZH3905 2016 MAZDA CX3	N DREW ST & E COLLEGE AV						
E	17:09:32 01/26/26	AZH3905 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						
INSRV	14:58:31 01/24/26	took a pass ---- 2001 honda crv	HY 441 NB & STELLAH AV						
E	14:19:08 01/24/26	took a pass ---- 2001 honda crv	HY 441 NB & STELLAH 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	HY 441 SB ON RAMP / E COLLEGE AV; HY 441 SB ON / E COL						
INSRV	11:14:18 01/29/26	passed baes540 2016 silv chevy cruze, front ds wheel not on axle	2810 N ROEMER RD						
INSRV	17:55:50 01/22/26	TOOK A PASS	2810 N ROEMER RD						
E	17:00:59 01/22/26	TOOK A PASS							
CANCL	17:34:38 01/20/26	VG8926 2015 BLUE BOBS PASSED	N RICHMOND / HY 41 NB						
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						
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	AMD5473 PONTIAC GRAND PRIX	E COLLEGE AV & S WALTER AV						
E	18:47:51 01/19/26	AVD5473 PONTIAC GRAND PRIX	E COLLEGE AV & S WALTER AV						
CANCL	08:56:32 01/19/26	BBY4766 2023 GREY TOYOTA CAMRY BOBS UNAVAILABLE	E CALUMET ST & S KENSINGTON DR						
E	08:55:26 01/19/26	BBY4766 2023 GREY TOYOTA CAMRY BOBS UNAVAILABLE	E CALUMET ST & S KENSINGTON DR						
INSRV	04:15:48 01/18/26	arm2634 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	arm2634 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	APP2549 Chrysler town and country	HY 41 SB & N BALLARD RD						
E	22:17:26 01/15/26	APP2549 Chrysler town and country	HY 41 SB & N BALLARD RD						
INSRV	11:08:35 01/13/26	SH542 2017 Ford Fusion white	120 E FRANKLIN ST; #A						
E	10:48:08 01/13/26	SH542 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 MATHIAS ST						
E	07:30:41 01/10/26	AUP4476 2010 CHRYSLER TOWN & COUNTRY BLUE	E JOHN ST & S MATHIAS ST						
INSRV	13:06:23 01/09/26	passed - enz4631 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						
E	17:35:10 01/06/26	NO PLATE - White Chevrolet Impala - Nothing wrong, no licensed driver	S MEMORIAL DR & W FOURTH ST						
CANCL	01:20:23 01/06/26	BBB6197 FORD FUSION RED	W COLLEGE AV & S LYNNDALE DR						
E	01:07:29 01/06/26	BBB6197 FORD FUSION RED	W COLLEGE AV & S LYNNDALE DR						
INSRV	04:42:31 01/04/26	ASU7196 DODGE CHALLENGER	W FRANKLIN ST & N BADGER AV						
E	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						
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