

Tow Complaints January 2016 – June 2016

<u>Company</u>	<u>Total Complaints</u>	<u>Violations</u>
Advanced	20	2
A-1	5	1
Redman	3	0
Henry’s	1	0
Unknown	9	N/A
	—	—
	38	3

Types of Violations by Company

Advanced

Evidence of Tow 1

(Complainant petitioned for, and obtained, summons against company for failing to provide photographs)

Signage 1

(Sign suspected to have been knocked down during snow removal. Advanced offered refund)

A-1

Other 1

(Car towed due to snow, A-1 offered to refund money)

*Unknown Company above refers to incidents where caller provided incomplete information, and did not respond to inquiries from investigator.

Repeat Locations: 2 or More

3924 Wilson Blvd (Gold's Gym/Fresh Bikes)

- 4 complaints (Signage)
- Advanced Towing: No Violations

2601 Columbia Pike (Fillmore Shopping Center/CVS)

- 3 Complaints (Signage)
- Advanced Towing: No Violations

2305 Wilson Blvd (Dunkin' Donuts)

- 2 Complaints (Signage)
- Advanced Towing: 1 Error regarding missing sign. Suspected it was knocked down during snow removal. Refund given.