



CITY OF MILWAUKEE
OFFICE OF THE CITY CLERK

Friday, February 02, 2018

COMMITTEE MEETING NOTICE

AD 13

LOPEZ, Anthony L, Agent
Abyss Towing LLC
2214 S 60th St

West Allis, WI 53219

You are requested to attend a hearing which is to be held in Room 301-B, Third Floor, City Hall on:

Tuesday, February 13, 2018 at 10:30 AM

Regarding: Your Recycling, Salvaging, or Towing Premises License Renewal Application with Change of Stockholders as agent for "Abyss Towing LLC" for "Abyss Towing" at 960 W Armour Av.

There is a possibility that your application may be denied for one or more of the following reasons: The recommendation of the committee regarding the application shall be based on evidence presented at the hearing. Per MCO 85-4-4, unless otherwise specified in the code, probative evidence concerning non-renewal, suspension or revocation may include evidence of the following: failure of the applicant to meet municipal qualifications, pending charges against or the conviction of any felony, misdemeanor, municipal offense or other offense, the circumstances of which substantially relate to the circumstances of the particular licensed or permitted activity, by the applicant or by any employee or other agent of the applicant. If the activities of the applicant involve a licensed premises, whether the premises tends to facilitate a public or private nuisance or has been the source of congregations of persons which have resulted in any of the following: disturbance of the peace; illegal drug activity; public drunkenness; drinking in public; harassment of passers-by; gambling; prostitution; sale of stolen goods; public urination; theft; assaults; battery; acts of vandalism including graffiti, excessive littering, loitering, illegal parking, loud noise at times when the licensed premise is open for business; traffic violations; curfew violations; lewd conduct; display of materials harmful to minors, pursuant to s. 106-9.6; or any other factor which reasonably relates to the public health, safety and welfare, or failure to comply with the approved plan of operation. See attached police report or correspondence.

Notice for applicants with warrants or unpaid fines:

Proof of warrant satisfaction or payment of fines must be submitted at the hearing on the above date and time. Failure to comply with this requirement may result in a delay of the granting/denial of your application.

Failure to appear at this meeting may result in the denial of your license. Individual applicants must appear only in person or by an attorney. Corporate or Limited Liability applicants must appear only by the agent designated on the application or by an attorney. Partnership applicants must appear by a partner listed on the application or by an attorney. If you wish to do so and at your own expense, you may be accompanied by an attorney of your choosing to represent you at this hearing.

You will be given an opportunity to speak on behalf of the application and to respond and challenge any charges or reasons given for the denial. No petitions can be accepted by the committee, unless the people who signed the petition are present at the committee hearing and willing to testify. You may present witnesses under oath and you may also confront and cross-examine opposing witnesses under oath. If you have difficulty with the English language, you should bring an interpreter with you, at your expense, so that you can answer questions and participate in your hearing.

You may examine the application file at this office during regular business hours prior to the hearing date. Inquiries regarding this matter may be directed to the person whose signature appears below.

Limited parking for persons attending meetings in City Hall is available at reduced rates (5 hour limit) at the Milwaukee Center on the southwest corner of East Kilbourn and North Water Street. Parking tickets must be validated in the first floor information booth in City Hall.

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals through sign language interpreters or other auxiliary aids. For additional information or to request this service, contact the Council Services Division ADA Coordinator at (414) 286-2998, Fax - (414) 286-3456, TDD - (414) 286-2025.

JIM OWCZARSKI, CITY CLERK

BY:

Jessica Celella

License Division Manager

If you have questions regarding this notice, please contact the License Division at (414) 286-2238.

MILWAUKEE POLICE DEPARTMENT LICENSING

CRIMINAL RECORD/ORDINANCE VIOLATION/INCIDENTS SYNOPSIS

DATE: 12/15/2017
LICENSE TYPE: RST
NEW:
RENEWAL:

No. 267416
Application Date: 12/14/2017

License Location: 960 W Armour Avenue
Business Name: Abyss Towing

Licensee/Applicant: Lopez, Anthony L
(Last Name, First Name, MI)
Date of Birth: 09/26/88

Home Address: 2214 S 60th Street
City: West Allis State: WI Zip Code: 53219
Home Phone:

This report is written by Police Officer David NOVAK, assigned to the License Investigation Unit, Days.

The Milwaukee Police Department's investigation regarding this application revealed the following:

1. On 01/30/13, applicant was cited for Disorderly Conduct and Possession of Controlled Substance (THC) by West Allis Police Department.

Charge: Disorderly Conduct
Possession of Controlled Substance
Finding: Convicted on both
Sentence: Fined on both
Date: 01/30/13
Case: 12010252

2. On 02/21/15, applicant was cited for Vandalism at 4000 S 6th Street.

Charge: Vandalism
Finding: Not Guilty
Sentence:
Date:
Case: 15013059

3. On 10/24/15, applicant was cited for Possession of Marijuana at SB/032 Greenfield Avenue.

Charge: Possession of Marijuana
Finding: Dismissed
Sentence:
Date:
Case: 15057948

4. On 10/24/15, applicant was arrested for OWI in Milwaukee County. He was found guilty on 01/12/2017 and his license was revoked for 8 months.

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Items #2, 3 and 4 updated with disposition on 08/10/2017

5. On 03/10/2016 an officer received an aldermanic complaint requesting the officer investigate a tow that occurred on 03/08/2017 from the lot at 1247 S Cesar E. Chavez Dr. The complainant stated he was customer of US Cellular at 1247 S Cesar E. Chaves Dr and he parked in their parking lot. When he got out to his car he found it was missing. He located his car at Abyss Towing. He stated when he went to pick up his car he was charged \$310 and they refused give him a receipt. The investigation revealed that the complainant parked in the lot and went to other stores and only made a purchase at US Cellular after noticing his car was towed. The officer spoke with Abyss towing and found they were watching the lot and observed the subject park his car and go to other stores. They towed his car and only after towing did they call it in to the tow desk. The officer asked Abyss Towing why the tow cost \$310 and they stated because they needed to use special equipment to tow it. The officer advised them they could not charge the customer extra because of the use of special equipment. The applicant was issued 5 citations for violation of Towing-Non-Consensual Requirements.

Charge 1: Towing-Non-Consensual Requirements
2: Towing-Non-Consensual Requirements
3: Towing-Restrictions on Actions of Operator
4: Towing-Non-Consensual Requirements
5: Towing-Non-Consensual Requirements
Finding 1: Guilty
2: Dismissed
3: Guilty
4: Dismissed
5: Dismissed
Sentence 2: Fined \$ 2,052.00
3: Fined \$661.50
Date: 11/10/2016
Case 1: 16021348
2: 16021349
3: 16021350
4: 16021351
5: 16021352

6. On 09/23/2017 the applicant was cited in the City of Milwaukee at 4541 S 23rd St for 2 counts of Assault and Battery and Vandalism.

Charge 1: Assault and Battery
2: Assault and Battery
3: Vandalism
Finding 1: Pre-Trial 01/17/2018
2: Pre-Trial 03/07/2018
3: Pre-Trial 03/07/2018
Date:
Case 1: 17062344
2: 17068224
3: 17068225

7. On 11/14/2017 an officer received a complaint from DPW regarding Abyss Towing. The officer interviewed the complainant, Derrick ROLLISON, who stated he had vehicle parked at 5921 N. 41st St and they were towed from the property by Abyss Towing. He stated he was advised by the manager of the property to remove the cars but Abyss showed up, posted sign and immediately started towing the cars. He stated he was never offered a drop fee for any of the cars. The officer then contacted the manager, Andrew GUIMANA, who stated ROLLOSON was advised he could not run a mechanics shop out of the property. He was warned several times and signs were place, (which were removed by unknown parties). GUIMANA was cited by the City of Milwaukee so he did hire Abyss Towing to remove the vehicles. Stephanie at Abyss stated they did offer the drop fee and in fact ROLLISON moved several cars because Abyss could not tow them all at once. The officer found the complaint against Abyss to be baseless.

MILWAUKEE POLICE DEPARTMENT

REPORT OF INCIDENTS INVOLVING LICENSED PERSONS OR PREMISES

TO: Captain Steven CABELLERO

Business Name: ABYSS Towing
Address of Licensed Premises: 960 W. Armour Ave.
Business Phone: 414-659-3781

District: 6

Type of License: RST-PENDING

Violation / Incident #

Date of Incident: 03-08-2016

Licensee or Manager on premises at time of violation / incident? Yes No

Licensee cooperative? Yes No (If no, explain in narrative section)

Licensee Notified by Officer: THIELE

Date: 03-18-2016

Time: 0814

Licensee or Agent's Name: LOPEZ, Anthony L.
Home Address: 2214 S. 60th St. West Allis, WI, 53219

Date of Birth: 09-26-1988
Home Phone: 414-215-4703

Co-Licensee Name:
Home Address:
Class S License Number:

Date of Birth:
Home Phone:

Bartender Name:
Home Address:
Class D License Number:

Date of Birth:
Home Phone:

Licensed Person / Public Pass. Vehicle, etc.:
Home Address:
Class D License Number:

Date of Birth:
Home Phone:

VIOLATION/INCIDENT - DESCRIBE FACTS AND CIRCUMSTANCES IN NARRATIVE SECTION

Name of Person Cited: LOPEZ, Anthony L.
Citation Number: 00696011127 Violation & Ord. / Statue No.: 93-47-2-e

Date of Birth: 09-26-88
Court Date: 05-16-16

Name of Person Cited: LOPEZ, Anthony L.
Citation Number: 00696011128 Violation & Ord. / Statue No.: 93-47-2-e1

Date of Birth: 09-26-88
Court Date: 05-16-16

Name of Person Cited: LOPEZ, Anthony L.
Citation Number: 00696011129 Violation & Ord. / Statue No.: 93-47-2-f

Date of Birth: 09-26-88
Court Date: 05-16-16

Name of Person Cited: LOPEZ, Anthony L.
Citation Number: 00696011130 Violation & Ord. / Statue No.: 93-47-2-d-1

Date of Birth: 09-26-88
Court Date: 05-16-16

Name of Person Cited: LOPEZ, Anthony L.
Citation Number: 00696011131 Violation & Ord. / Statue No.: 93-47-4-f

Date of Birth: 09-26-88
Court Date: 05-16-16

Investigating Officer: THIELE

District / Bureau: 91

Date: 03-18-2016


Commanding Officer

03-21-16
Date

DISPOSITION - FOR LICENSING ONLY

Citation No.	Case Number	Disposition	Judge	Date

LICENSE INVESTIGATION UNIT

Received 3-30-16

Referred

By 

PA-33E Narrative

This report typed by P.O. Jeff THIELE, SID days. On Thursday, March 10th, 2016, I received an aldermanic complaint that came through the Licensing Division at city hall in regards to Abyss Towing. A citizen, identified as Nicholas M. HEIN (w/m 09-20-1984) had sent Alderman PEREZ and Alderman DONOVAN an email complaining that he had been a customer of the US Cellular store located at 1247 S. Cesar E. Chavez Dr. and had his car towed from the lot there. He was upset because it was specifically posted for the US Cellular business. He made a purchase of a phone charger at 11:09am and had a receipt to prove the purchase. Upon exiting the store, he found his car gone. He went back into the building and called ABYSS Towing who is contracted to patrol the lot, and they confirmed that they had his car. HEIN then used UBER to get a ride to 960 W. Armour Ave. to retrieve his car. He stated that upon his arrival, the female employee was extremely rude to him, charged him \$310 for the tow, refused to answer any of his questions and failed to issue him a receipt. They also refused to cancel the tow even though he told them he had been a customer of the US Cellular store. I advised the Licensing Division and the Alderman's office that I would look into the matter.

On Friday, March 11th, 2016, I conducted follow-up on this incident and located tow reference #1634240 which was the tow record for HEIN's vehicle. I observed that the address of the tow was 1239 S. Cesar E. Chavez Dr. and the time the tow was called in was 11:00am. I then called HEIN and spoke with him via telephone. I got a brief version of events from him and asked him to email me the screenshots of his transactions. He sent me several screenshots and I observed that he had been at Wholefoods on the east side of Milwaukee prior to US Cellular. He sent me his electronic receipt from UBER, US Cellular and his electronic receipt from his Discover card for the payment of the tow. I made an appointment with him to come in to the PAB to discuss this further on Monday, March 14th, 2016.

I then went to the US Cellular store located at 1247 S. Cesar E. Chavez Dr. and found that the lot in question is actually south of the US Cellular store and was not the address of 1239 S. Cesar Chavez Dr. I observed that the lot is properly posted for the US Cellular store, United Staffing, and SER. I also found that the address of 1239 S. Cesar Chavez is actually the address of the United Staffing business. I went into the US Cellular store and spoke with the manager Rosa who showed me the video from that day. It should be noted that there is no video from US Cellular that covers the lot. The video from inside the store, when viewed at triple speed, did show HEIN coming in from the south and spending a few minutes inside the store. He then makes a purchase and goes out to the lot. He then comes back into the store complaining about his car. It shows he was inside the store at approximately 11:03am, although their video was an hour off, and few minutes off as well.

I then checked the video from Chase Bank. They do not have video that covers the lot, but mentioned that maybe the WIC building would. I did go to the WIC Center located at 1330 S. Cesar Chavez and was told to come back on Monday for the video.

I then walked north again on Cesar Chavez Dr. and saw that there were cameras on the Taqueria Los Comales Restaurant located at 1306 S. Cesar Chavez Dr. They allowed me to watch the video and on their video, which is only a few minutes off of regular time, it showed the Jeep Liberty driven by HEIN enter the lot from the south off Cesar Chavez Dr. It shows HEIN parking his car facing south, but is then out of camera view. I did not see HEIN walk north after parking his car. It shows that about 4 minutes later, a tow truck backs up down the alley to the west of Cesar Chavez Dr., backs up through the lot, and backs up right to HEIN's Jeep. Approximately 2 minutes later, the tow truck pulls out with HEIN's vehicle. I noticed the times on the video as thus: at 10:44am, HEIN pulls into the lot; at 10:48am, the tow truck backs up; and 10:50am the tow truck pulls out. It should be noted that the call to the city did not come in until approximately 11:00am. The vehicle was gone and in the possession of ABYSS Towing approximately 10 minutes before ABYSS called the DPW requesting a tow number and notification of the private property tow.

As I watched the video progresses, I can see HEIN walk south on Cesar Chavez from the north and he walks right past the US Cellular store, which I missed while watching the video the first time at triple speed. He stops at the entrance to the lot and sees that his car is missing, then goes into the US Cellular and makes the purchase. On Monday, March 14, 2016, I went to the WIC building and Security Director Jonathan ROMAN was able to assist me in viewing the video. I could observe that at approximately 10:38am, their video time, HEIN pulls into the lot. He parks facing south bound. HEIN then walks east across Cesar Chavez Dr. and patronizes another business, thus violating the posted rules of the lot. Approximately 4 minutes later, at 10:42am, the tow truck, who had been parked behind the US Cellular building facing and observing the lot, backs up and after approximately 2 minutes, leaves with the car. Regardless of the time stamp, which, between one video to the other is a difference of 4-6 minutes, this vehicle was not called in to the Milwaukee Police Department or the DPW Parking Enforcement until well after the vehicle had been towed by ABYSS. It also showed that HEIN lied to the alderman's office about this incident and the purchase at US Cellular was a cover up. I did have a Forensic Investigator come to assist me in downloading the video from Los Comales, the WIC building and from US Cellular.

On Monday, March 14, 2016, at approximately 11:30am, HEIN came to the PAB to be interviewed in regards to this. I asked him to tell me the story again which he did, and gave me a slightly different version of the story than in the email he sent. I then told him that I knew he was not being honest and he did change his story and told me that what I had observed on the video was the truth. He did not immediately patronize one of the three businesses that authorize the parking on this lot. He apologized for lying and causing this disturbance.

At approximately 12:35pm, I went to ABYSS Towing located at 960 W. Armour St. in the City and County of Milwaukee. Sgt Chad RADEN of the License Investigation Unit came with me. Upon my arrival, I spoke with Stephanie who is the only female who works at this lot, and who is the mother of the licensee Anthony L. LOPEZ (w/m 09-26-1988), who is the listed licensee for this business. She remembered this situation and says HEIN was extremely irate with her. When I asked her for a copy of the receipt, she could not provide me with one, instead claiming that HEIN must have "snatched" both copies away from her. I asked her why the tow was \$310 and she stated that they had to use special equipment to tow this vehicle and they did not have keys to the vehicle. She was informed that she cannot charge a citizen extra money for the tow if ABYSS does not have keys. She also stated that the tow truck driver had to use GO JACKS or wheel dollies to move the car as the front tires of the car were making the towed car turn. I informed her that I did not believe that using the wheel dollies constituted an exception according to the 3 reasonable applications prescribed in CH. Trans 319. I do believe they over charged HEIN for the tow, which is violation of state and city law.

I asked for the log books which Stephanie showed me and it seemed to be up to date. I also spoke to James H. WEBSTER (w/m 08-09-1992) who is the actual driver that towed this car. WEBSTER stated that he remembered towing this vehicle and stated that he had to use the dollies to get the vehicle out as the wheels were turning the car while being towed. It should be noted that it is unclear on the video if he actually used them or not. WEBSTER stated that he did call the tow in first before towing the car, but as he recalled step by step how he towed the car, he acknowledged that he did not call the police, or DPW, and did not obtain a tow reference number before he towed the car. He hooked up the car, drove behind the buildings and then readjusted the vehicle and then called the tow in. Sgt. RADEN was there and did hear WEBSTER admit to this, along with Stephanie. I explained to WEBSTER and Stephanie that not calling the vehicle in prior to towing it is a violation of state law and they cannot charge HEIN for the tow according to state law. I explained that the business would be receiving citations in regards to the violations I observed. I provided Stephanie my name and phone number and told her that if her son Anthony LOPEZ who is the licensee needed any information that he could call me. It should also be noted that WEBSTER did not have and could not provide me a log book of his own for this truck.

Shortly after returning to my desk, I called Stephanie and inquired if they had taken pictures of the vehicle that had been towed as city ordinance dictates. She stated that she did have the pictures and I asked that they email them to me. James WEBSTER did email me one picture of the vehicle hooked up on the back of truck while still in the parking spot. I observed that there were no dollies used in that picture, and there was not a car parked

next to the vehicle to the west. It should be noted that I asked for all the pictures and was provided one as I believe there was only one taken.

I then contacted DPW Parking Asst. Manager Rich DOLLHOPF to try and determine when the actual call came in. I provided DOLLHOPF with the tow reference number and as he looked at it, he stated that he believed the call came into his call center at 11:00am, but he would check the recording to make sure. Shortly after, DOLLHOPF did provide me with a recording of the actual call and stated that the call was started at 11:01am, thus proving the car was called in after they had already hooked up the car and towed it away.

The picture, DPW recording and the videos were placed on MPD inventory AC#16009396 as evidence for the citations.

On Friday, March 18, 2016, I called LOPEZ and made an appointment with him for Saturday, March 19th, 2016 at 9:00am, to issue him the citations listed on the face of this report.

MILWAUKEE POLICE DEPARTMENT

REPORT OF INCIDENTS INVOLVING LICENSED PERSONS OR PREMISES

TO: Captain Paul FORMOLO

Business Name: ABYSS Towing
Address of Licensed Premises: 960 W. Armour Ave.
Business Phone: 4146593781

District: 6

Type of License: RST

Violation / Incident #

Date of Incident: 11-06-2017

Licensee or Manager on premises at time of violation / incident? Yes No

Licensee cooperative? Yes No (if no, explain in narrative section)

Licensee Notified by Officer: THIELE

Date: 12-02-2017

Time: 0700

Licensee or Agent's Name: LOPEZ, Anthony L.
Home Address: 2214 S. 60th St. West Allis, WI 53219

Date of Birth: 09-26-1988
Home Phone: 414-215-4703

Co-Licensee Name:
Home Address:
Class S License Number:

Date of Birth:
Home Phone:

Bartender Name:
Home Address:
Class D License Number:

Date of Birth:
Home Phone:

Licensed Person / Public Pass. Vehicle, etc.:
Home Address:
Class D License Number:

Date of Birth:
Home Phone:

VIOLATION/INCIDENT - DESCRIBE FACTS AND CIRCUMSTANCES IN NARRATIVE SECTION

Name of Person Cited:
Citation Number:

Violation & Ord. / Statue No.:

Date of Birth:
Court Date:

Name of Person Cited:
Citation Number:

Violation & Ord. / Statue No.:

Date of Birth:
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Court Date:

Name of Person Cited:
Citation Number:

Violation & Ord. / Statue No.:

Date of Birth:
Court Date:

Name of Person Cited:
Citation Number:

Violation & Ord. / Statue No.:

Date of Birth:
Court Date:

Investigating Officer: P.O. Jeff THIELE
[Signature]
Commanding Officer

District / Bureau: 91

Date: 12-01-2017

12-4-2017

Date

DISPOSITION - FOR LICENSING ONLY

Citation No.	Case Number	Disposition	Judge	Date
		LICENSE INVESTIGATION		
		Received <i>[Signature]</i>		
		Referred		
		By <i>[Signature]</i>		

PA-33E Narrative

This report typed by P.O. Jeff THIELE, IIB days.

On November 14th, 2017 I received 3 towing complaints from Danielle RODRIGUEZ who is the Parking Financial Manager for DPW in regards to ABYSS Towing.

On Thursday, November 20th, 2017, I called Mr. Derrick ROLLISON who made the complaints to find out what exactly what happened with his vehicles. ROLLISON stated that he is going through the eviction process and was told by the building manager that he was to move the many vehicles he had on the property at 5921 N. 41st St. ROLLISON stated that ABYSS towing simply came to the property, put up a sign, and began towing cars off the lot. ROLLISON stated that he was not offered the drop fee for any of his vehicles. ROLLISON provided me with the name and phone number of the property manager and identified him as Andrew 262-720-4583.

I called Andrew who further identified himself as Andrew F. GUIMINA (w/m 09-25-1970) and stated that he works for Hilario Property Management. GUIMINA stated that ROLLISON was told right away when taking this property that he was not to operate a mechanics shop there. GUIMINA stated that ROLLISON immediately began moving numerous cars to the lot and began working on cars which violated his lease. GUIMINA stated that after being warned several times, GUIMINA put up no parking signs on his property and they were all taken down, presumably by ROLLISON. GUIMINA stated that he verbally warned ROLLISON several times to move the vehicles and ROLLISON did not comply. GUIMINA stated that he has been cited and warned by the City of Milwaukee because of ROLLISON's issues. GUIMINA stated that he did hire ABYSS towing to remove these vehicles that did not have the authority to be parked there.

On Friday, December 01, 2017, at approximately 7:22am, I spoke with Stephanie at ABYSS who I know through past investigations is the business manager and mother of Licensee Anthony LOPEZ. She told me that her drivers did offer the drop fee and that the majority of ROLLISON's vehicles were not operable. ROLLISON was allowed to move some vehicles that he did with ropes because ABYSS simply did not have the truck power to move every vehicle at once. They were reminded about the drop fee and that signs must be up and pictures taken before towing.

I find that this complaint against ABYSS is baseless.

Office of the City Clerk
License Division
200 E. Wells Street, #105
Milwaukee, WI 53202

March 16, 2017

Subject: Compliant RST License
Abyss Towing
960 W Armour Ave.
Milwaukee, WI

REDACTED RECORD

To Whom It May Concern,

Please accept this note as a complaint against Abyss Towing. On March 6th, 2017, I attended a meeting with an architectural office at 224 South First Street. I parked my truck in what I thought was the parking lot for this building. Upon returning, I discovered my truck was gone. I thought it was stolen. A call to the police told me it had been towed by Abyss Towing.

A call to Abyss Towing started the most unbelievably frustrating experience of my life. I asked them why they had towed my car. Their response was that it was private property and a sign was posted, as such, eight feet from my car. I told them I had not seen a sign and thought I was parked in the office building parking lot. They said they had pictures of my truck near the No Parking sign (which they refused to show me). Upon investigating, the closest sign was actually 75 feet away at an entrance to another lot, implying no parking in the other lot. I then asked how I could get my truck back. They said I couldn't get it back at that time (4:30 p.m.), that I would have to wait until the following morning at 9 a.m., and that it would cost \$330.

Upon retrieving my truck the next morning, the following is a summary of their business practices.

1. I asked to see the picture of my truck with the no parking sign that they claimed they had. *Their response "We don't have to show you."*
2. Since the area is not posted with a No Parking sign, I suggested they post the area as No Parking by displaying a couple of signs. *Their response, "We don't have to. Do you post no parking in your driveway?"* I even offered to hang the signs myself, and they declined. (Obviously this is an enormous revenue stream for them. Case in point: I arrived for my meeting at 2:55. Abyss claims their hours are from 9 a.m. to 3 p.m. That tells me someone was watching and waiting for an unwitting person like me to unknowingly park in the lot.)
3. I referenced Wisconsin Statute 346.55(4). This is the statute referenced on their own sign. Again, this sign was located 75 feet away at a gated entrance to another lot. This statute states a first offense is a minimum \$20, maximum \$40 fine. *Their response, "We don't have to follow that statute."*

4. Upon paying with a credit card, I was given no receipt of charges and therefore could not verify any of the charges. For reference, the City of Milwaukee charges \$108.00 for a tow. Abyss's fee is more than three times this rate.

I'm sure Milwaukee has many capable, reputable towing companies. Abyss Towing is not one of them. It takes an effort to write and send a letter like this, but I feel this situation is worthy of your attention. It makes me wonder about all the other possible victims who may have not come forward. A review of the Better Business Bureau regarding Abyss Towing reveals similar complaints. Therefore, please consider not renewing their license. Again, Milwaukee is full of very capable towing companies, and Abyss Towing has not demonstrated any resemblance to one.

Thanks for your time,

REDACTED RECORD

Moon Siefert, Linda

12

REDACTED RECORD

From:
Sent: Tuesday, July 11, 2017 9:12 AM
To: Moon Siefert, Linda
Subject: Re: Abyss towing complaint

Thank you. It may be of interest to check out their reviews on the yelp app. There are many like mine plus a picture of a man who was physically assaulted and others who were also threatened. Please don't wait for license renewal time. These people need to be stopped.

(written by moon with notite)

> On Jul 11, 2017, at 8:52 AM, Moon Siefert, Linda <Linda.MoonSiefert@milwaukee.gov> wrote:

>
>
>

> Thank you! We appreciate your taking the time to let us know of your complaint. We have attached your complaint to the License record of Abyss Towing and it will be considered when the license is up for renewal.

>

> Linda Moon Siefert
> License Specialist
> City of Milwaukee License Division, Room 105 Milwaukee, WI 53202
> 414 286 2238

>

> -----Original Message-----

>

> Sent: Monday, July 10, 2017 9:43 AM
> To: License
> Subject: Abyss towing complaint

>

> Good Morning,
> I would like your assistance filing a complaint about the fees charged to us by Abyss Towing. I parked my mercury mariner in a friends apartment building parking lot at 224 W. Washington Avenue around 7pm Saturday night. I did not see the towing signs because they were in the back of the lot and my car subsequently got towed by Abyss Towing. I called at 7am Sunday morning to inquire about picking up my car and was told that it would cost \$350. This seemed very high but I have never had my car towed so I wasn't sure exactly what the charges would include. I was told that I could pick my car up between 10-11:30am. When I arrived at the lot the manager told me it was going to cost \$380. I asked why it was now \$30 more and I was told that it was because they were doing me a favor by letting me pick it up on Sunday as they are usually not opened on Sunday. When I tried to ask why I was ever told that it would be \$350 she and the other employee became quite belligerent and threatened to not let me have my car.

>

> This seemed very sketchy to me so I looked up what the rules were governing Towing fees in milwaukee and Wisconsin when I got home. It seems to me that they significantly overcharged me and I am fairly certain that this was standard operating procedure for them as there were 3-4 other people there with the same kind of bills.

> My bill says \$150 towing, \$50 storage fee, \$30 city fee and \$150 special equipment fee. From the research I did on towing fees I think I should have only had to pay \$150 towing, \$25 storage and maybe the \$30 city fee but I really don't know about that one.

> When I called Abyss on Sunday afternoon the man who answered the phone told me the special equipment fee was because they didn't have my keys so couldn't put it in neutral. I am unaware of any special equipment needed to tow a

car without the keys. He also tried to tell me that the \$50 storage fee was because it was 2 business days but my understanding is that it is billed in 24 hour periods and can't be billed if they are not open for more than 4 hours. When I further questioned him on it he said, "take us to court."

> I have asked my credit card company to dispute the charges as I feel like the onus should be on them at this point to prove that I owe so much. I would love to see that they are stopped from continuing this practice of overcharging people and threatening to not release cars.

> I appreciate your help on this. Please let me know how I should proceed with this matter.

> Thank you

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> The City of Milwaukee is subject to Wisconsin Statutes related to
> public records. Unless otherwise exempted from the public records law,
> senders and receivers of City of Milwaukee e-mail should presume that
> e-mail is subject to release upon request, and is subject to state
> records retention requirements. See City of Milwaukee full e-mail
> disclaimer at www.milwaukee.gov/email_disclaimer

REDACTED RECORD

Moon Siefert, Linda

From: _____
Sent: Tuesday, October 03, 2017 9:06 PM
To: Moon Siefert, Linda
Subject: Abyss Towing is harboring unethical and dangerous individuals

Hello and good day to you.

I am writing to inform you of an experience I had with Abyss Towing at 960 W Armour Ave during the month of April this year. I am writing this now as I have checked the Yelp! page for this place of "business", and there has been a photo uploaded of one of the many victims of the individuals "employed" here that shows the person has received bruises from one of the people working here. This disturbs me that a towing contractor working under the city of Milwaukee be allowed to continue on business in this crude way. I am writing this on behalf of myself and all who have been treated like the individual who has the bravery to post a photo of himself and the bruises he was given for trying to retrieve his car. Of my personal experience I can attest to the fact that I had my own life threatened upon trying to retrieve my car.

What can be done about this? The people of Milwaukee need your help. There are dangerous people working contracted through the City and this reflects on us all as the city of Milwaukee. What can you do for us?

Moon Siefert, Linda

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REDACTED RECORD
1>

From:
Sent: Friday, October 06, 2017 8:59 AM
To: Moon Siefert, Linda
Subject: Complaint (Abyss Towing Co.)

Hello , I just wanted to inform you all about Abyss towing company. I parked my car for about 5 minutes at a friends apartment parking lot , the land lord said it was fine if I parked there for a few minutes . As I'm sitting my friends car , i see a tow truck pulling up to my car . Immediately, I got out to inform the driver that I would move it . He proceeded to hook it up and told me I could get it let down for 50 bucks . He asked me for my id and registration. As I proceeded to get that , my friend called her landlord to tell the tow truck it was fine that I parked there for a few minutes . He never made any eye contact with me and the entire time I talked to him , he continued to hook my car up . When I asked him how & where do I pay the 50 dollars , he replied that it was too late . I was so confused ??? He told me 2 minutes prior that I could pay 50 to get it let down . It was raining so my friend was sitting in the car and he was taking pictures of her . I told him she doesn't have the keys and she's not trying to stop him, its raining. He was being so rude to us . I kept a positive attitude but it clear that his only agenda from the beginning was to take the car . I had to ask him why he was being so rude to us . He sped off with my car , didn't give us and identification of who he was , who he worked for or a name . We were left with that number and once I called the woman who answered said there's 2 sides to a story . So she had to talk to the driver . I called the non emergency line and 5 minutes later an officer came . He tried to be as helpful as could . He called the towing company after we explained what happened . He asked 3 times what company it was before she answered the question . He told her the apartment owner said I could park there and she asked him if he was only listening to what me and my friend told him , so my friend called the owner of the apartment and the officer talked to him as well . Officer told the woman from Abyss that we had permission and she proceeded to say we needed a visitor sticker , which doesn't exist . The officer told us it was a civil issue but I feel like if I would've called the police during the interaction , I couldn't kept my car . After this happened , I read so many bad reviews about this place and how they try to over charge , no give receipts and only accept cash which is a violation of ordinance. I only then discovered my rights . Once I saw him attempting to hook up my car , and told him I could move it , he was supposed to stop and let me move it . But he didn't , he continued to hook it up and gave me the 50 dollar option . I also read that they have to offer you that option and you have 5 minutes to pay . He gave me maybe 3 , and wouldn't allow me to pay the 50 anymore . How can I defend myself if I don't know my rights ? They prey on people and take advantage . I plan to report the to the BBB.

Sent from my iPhone



Friday, February 02, 2018



Notice of Public Hearing

LOPEZ, Anthony L, Agent
Abyss Towing at 960 W Armour Av
Recycling, Salvaging, or Towing Premises License Renewal Application with Change of
Stockholders

Tuesday, February 13, 2018 at 10:30 AM

To whom it may concern:

The above application has been made by the above named applicant(s). This requires approval from the Licenses Committee and the Common Council of the City of Milwaukee. The hearing before the Licenses Committee will take place on 2/13/2018 at 10:30 AM, in Room 301-B, Third Floor, City Hall. If you wish, you may provide testimony at the hearing regarding the request; see below for further information. You are not required to attend the hearing. Once the Licenses Committee makes its recommendation, this recommendation is forwarded to the full Common Council for approval at its next regularly scheduled hearing. Please review the information below and if you have further questions regarding this process, please contact the License Division at (414) 286-2238.

Important details for those wishing to provide information for the Licenses Committee to consider when making its recommendation:

1. The license application is scheduled to be heard at the above time. Due to other hearings running longer than scheduled, you may have to wait some time to provide your testimony.
2. You must appear in person and testify as to matters that you have personally experienced or seen. (You cannot provide testimony for your neighbor, parent or anyone else; this is considered hearsay and cannot be considered by the committee.)
3. No letters or petitions can be accepted by the committee (unless the person who wrote the letter or the persons who signed the petition are present at the committee hearing and willing to testify).
4. Persons opposed to the license application are given the opportunity to testify first; supporters may testify after the opponents have finished.
5. When you are called to testify, you will be sworn in and asked to give your name, and address. (If your first and/or last names are uncommon please spell them.)
6. You may then provide testimony.
 - a. Include only information relating to the above license application.
 - b. Include only information you have personally witnessed or seen.
 - c. Provide concise and relevant information detailing how this business has affected or may affect the peaceful enjoyment of your neighborhood.
 - d. If by the time you have the opportunity to testify, the information you wish to share has already been provided to the committee, you may state that you agree with the previous testimony. Redundant or repetitive testimony will not assist the committee in making its recommendation.
7. After giving your testimony, the members of the Licenses Committee and the licensee may ask questions regarding the testimony you have given or other factors relating to the license application.
8. Business Competition is not a valid basis for denial or non-renewal of a license.
Please Note: If you have submitted an objection to the above application your objection cannot be considered by the committee unless you personally testify at the hearing.

OCCUPANT	MAIL ADDRESS	CITY, STATE ZIP
CURRENT OCCUPANT	920 W ARMOUR AVE	MILWAUKEE, WI 53221
CURRENT OCCUPANT	932 W ARMOUR AVE	MILWAUKEE, WI 53221
CURRENT OCCUPANT	1004 W ARMOUR AVE	MILWAUKEE, WI 53221
CURRENT OCCUPANT	1010 W ARMOUR AVE	MILWAUKEE, WI 53221
CURRENT OCCUPANT	948 W ARMOUR AVE	MILWAUKEE, WI 53221
CURRENT OCCUPANT	948A W ARMOUR AVE	MILWAUKEE, WI 53221

Total Records: 6

Radius: 250.0 feet and Center of Circle: 960 W Armour Av



RECYCLING, SALVAGING OR TOWING PREMISES LICENSE SUPPLEMENTAL RENEWAL APPLICATION

ccl-rstprenapp 12/6/16

Office of the City Clerk License Division
200 E. Wells St. Room 105, Milwaukee, WI 53202
(414) 286-2238 e-mail address: license@milwaukee.gov

Legal Entity Name: Abyss Towing LLC

Business Address: 960 W ARMOUR AV

Do you understand that you must follow all recordkeeping, reporting and operating regulations in MCO 93-43-49? [X] Yes [] No
Do you understand that all records and reports must be available to the police department upon request? [X] Yes [] No

Business Operations - check all activities that apply

[X] Non-Consensual Towing: Provide the address within the City of Milwaukee where vehicles will be towed:
960 W Armour Ave Milwaukee WI 53221

Junk/Valuable Metal: [] Dealing, Storing and/or Transporting [] Removing and/or Recycling

Waste Tires: [] Dealing, Storing and/or Transporting [] Removing and/or Recycling

Salvage Vehicles/ Used Motor Vehicle Parts: (including tires/batteries) [] Dealing, Storing and/or Transporting [] Removing and/or Recycling

How many motor vehicles will be used in the business operations? 6 Provide information for each vehicle on page 2.

Do you have an additional yard(s) used for storage? [X] No [] Yes - IF YES, LICENSES ARE LISTED HERE:
If yes, provide the address(es) below and submit an additional \$50 per yard:

Hours of Operation

Are there any changes to the current hours of operation?

[X] NO [] YES If YES, describe changes:

Required Signature(s)

[Signature] 12-10-2017
Sole Proprietor, Partner, 20% or more Shareholder, or the Agent - only if there are no 20% or more shareholders

[Signature] 12/10/2017
Signature of additional partner or 20% or more shareholder