



# Never Rest Towing

With a lineage of auto workers spanning generations, it's safe to say that automobiles are in Shyra Oliver's blood. Her family has been in the trucking industry for three generations. Initially, she didn't have much interest in joining the family towing business, but the combination of the COVID-19 pandemic and an unfulfilling job caused her mindset to shift. Despite her initial reservations, Shyra fell in love with the auto industry. Without any pressure from relatives, she and her cousin took over the family business.

Once she began devoting time and attention to the day-to-day business management, Shyra quickly realized that she would need outside help to take the business to the next level. She first met Network member Neighborhood Community Development Fund's senior loan manager Rich Newell at a networking event in Penn Hills, a suburb of Pittsburgh. Shyra said that upon reaching out to Newell for assistance, he was enthusiastic about the opportunity.

NCDF provided Never Rest Towing with working capital to purchase towing equipment, advance technology, and cover employee related costs. Both financial and technical assistance services were provided to address development needs, and NCDF also helped with increasing brand awareness and finding customers. Thanks to the financing from NCDF, Shyra can focus on her next steps: maintaining her equipment, growing her business so that she can meet the demand of removing illegally parked vehicles, helping stranded drivers, and someday expanding beyond towing to develop her own salvage yard.

Above all, she's thrilled that she's able to provide a valuable service to her community while doing something that she didn't think she would enjoy so much.

"I love this. It's my playground," Shyra said.



**“ Our investment and support of Pennsylvania's small businesses has been crucial over the past three years, as we addressed the difficulties presented by COVID-19 and the economic downturn that followed. Through ongoing collaboration between DCED, the legislature, and the PA CDFI Network, we remain dedicated to empowering small businesses across the Commonwealth. By leveraging technical assistance, grants, and improved access to capital facilitated by CDFIs, we aim to foster sustainable growth and equitable prosperity across all communities in Pennsylvania.**

Mandy Book, Deputy Secretary of Business Finance  
Pennsylvania Department of Community and Economic Development.



NCDF provided technical assistance services with Small Business Growth ARPA funding to address development needs.