

Check-in Procedures for Tow Truck Operators

1. Upon entry into the yard the tow truck operator will stop just inside the gate and enter the building through the side door.
2. The tow truck operator will then sign the Driver Log legibly. The operator will enter their name, driver number, badge number, and time in. The operator will also inform VSF personnel where they will unload the vehicle (Row 25, leaker row, motorcycle area, shed, etc).
3. Tow truck operator will then proceed to the appropriate drop area and unload the vehicle.
4. Once the vehicle has been unloaded they will sign the Driver Drop Log legibly. The operator will enter their name, driver number, make of vehicle, and time unloaded. It is from this time that the clerks have 15 minutes to complete the impound.
5. Vehicles will be impounded in the order that they are unloaded **not** the order they arrived.
6. As referenced in Section 5.2 of the Wrecker Services Contract: Contractor shall comply with any and all policies and procedures mandated by City or City's designee for the conduct, vehicle delivery and vehicle storage at City's Vehicle Storage Facility. Therefore, any driver refusing to adhere to any part of this policy **will not** be impounded until they have complied.
7. Any driver acting in an aggressive, combative, hostile, or disrespectful manner to any employee of the VSF, including Officers, clerks, forklift operators, and supervisors, **will be banned from the lot for an indefinite period** to be determined by the General Manager of URT in coordination with the wrecker Services Unit.