

# **Policy & Procedure**

## **Drop area**

Towing service driver will sign in at the City's Vehicle Storage Facility operator's sign-in sheet.

Vehicle will be checked in within fifteen (15) minutes after signing in.

City's Vehicle Storage Facility provider will inspect and document each vehicle's condition. Required documentation will include four-sided digital photos.

Towing contractor will provide the City's Vehicle Storage Facility electronic data for all vehicles. This electronic data must be compatible to the hand-held system the impound facility is utilizing. A hard copy of the TSR will be utilized until the City's designated transition period is complete.

Towing contractor driver will drop the vehicle in the designated drop area or as directed by the City's Vehicle Storage provider.

Towing contractor will cooperate and accept direction from the City's Vehicle Storage Facility provider at all times in order to maximize customer service, safety and proficient services.

## **Storage**

Vehicle will be stored at the City's Vehicle Storage Facility until it is retrieved by the registered owner or lien holder within 30-days.

## **Evidence & Seizure**

Evidentiary and Seizure vehicles will be stored at the City's Vehicle Storage Facility until the case is adjudicated.

## **Auction**

Vehicles will be auctioned if not claimed by owner or lien holder within 30-days.

## **Payment**

On Tuesday of each week, the City's Vehicle Storage provider will submit a weekly report of all towing fees collected Tuesday thru Monday. This report will include a break down of tows per towing company.

On Tuesday of each week, the Towing Contractor will submit a weekly invoice to the Wrecker Service Unit of all vehicles towed to the City's Vehicle Storage Facility. Failure to submit weekly report will result in payment delay.

The City will pay the towing contractor on the 20<sup>th</sup> working day of the following month for towing services rendered.