CONCORD POLICE DEPARTMENT
GENERAL ORDER

VEHICLE TOWING AND OWNER NOTIFICATION

GENERAL ORDER: 09.08	**CREATED:** December 3, 2003	**ISSUE DATE:** August 9, 2026
CALEA STANDARD: 61.4.3		**EFFECTIVE DATE:** August 9, 2026
ACTION: Amends general order dated September 4, 2023.		

09.08.0 PURPOSE

The purpose of this general order is to establish the policies and procedures regarding the towing of vehicles and owner notification.

09.08.1 POLICY

It shall be the policy of the Concord Police Department to tow vehicles to ensure the safety of the public and the protection of property in accordance with the applicable North Carolina General Statutes and City of Concord ordinances.

09.08.2 DEFINITIONS

A. NOTICE OF TOWING (RV-1)

Form completed and mailed to the registered owner outlining the vehicle's location and the required retrieval processes.

B. TOW INVENTORY LOG

Inventory of vehicle's contents to be completed prior to towing.

C. VEHICLE IMPOUNDMENT WAIVER (RV-3)

Form completed by the owner/operator of the vehicle releasing the Concord Police Department and the City of Concord from liability.

D. VEHICLE TOWING WARNING (RV-2)

Notification informing the owner that the vehicle shall be towed if not removed.

E. VEHICLE TOW WARNING STICKER

Green sticker positioned on the rear window of a vehicle creating a hazard alerting owner or responsible party the vehicle will be towed if not removed from the location. The sticker shall be placed on the rear window closest to the roadway for visibility if applicable.

09.08.3 ABANDONED VEHICLE PROCEDURES

Should an officer locate a vehicle unattended and causing a traffic hazard on public property, prior to towing, the locating officer shall:

A. Attempt to identify the registered owner via DCI/DMV or other investigative techniques. If the owner is identified, request the communications center attempt to contact the owner.

B. Following notification from the communications center, allow a reasonable amount of time in order to determine if the owner/responsible party is making arrangements to remove the vehicle.

NOTE: The length of the delay should be determined by the current conditions and the degree of hazard the vehicle is creating.

C. If the vehicle does constitute a hazard and is towed, the Notice of Towing (Form RV-1) shall be submitted to the Customer Service Unit with proper DCI/DMV information attached as soon as practicable, but no longer than the end of the towing officer's shift.

D. The Customer Service Unit shall mail a copy of the Notice of Towing via certified mail to the address of the registered owner.

1. If the vehicle has a North Carolina registration plate, notice must be given to the owner within twenty-four (24) hours. **Preferably notification shall be made in person or by phone to registered owner.**

2. If the vehicle is not registered in North Carolina, notice shall be given to the owner within seventy-two (72) hours. **Preferably notification shall be made in person or by phone to registered owner.**

NOTE: Notice shall be made by the Customer Service Unit via mail to the last known address of the owner regardless if personal notification was or was not made unless they waive notice of this form in writing.

E. If the vehicle does **not** constitute an immediate hazard, but needs to be moved in a reasonable amount of time (generally within seven (7) days), a completed "Vehicle Tow Warning" sticker shall be attached to the left-hand corner of the rear window closest to the roadway for visibility, if applicable.

F. Along with the sticker, the tagging officer shall complete a Vehicle Towing Warning notice (Form RV-2) which shall include the violation for the warning and possible towing.

NOTE: When applicable, record the VIN off of the vehicle and not from the license plate data from DCI/DMV.

G. All vehicles towed under this section shall be removed by a Concord Police Department rotational wrecker service and in accordance with general order 09.09 – Wrecker Rotation.

H. Vehicles abandoned on private property may be towed at the discretion of the property owner.

09.08.4 TOWING A VEHICLE PURSUANT TO ARREST

A. When the operator of a motor vehicle is arrested, it is permissible to leave the vehicle on the scene, so long as the vehicle is not to be used as evidence of a crime and conditions of location, time, and circumstances would offer security to the vehicle and its contents.

1. The arresting officer shall complete a Release of Vehicle Responsibility (Form RV-3) and request the arrestee sign the waiver. Completed forms shall be submitted to the Customer Service Unit as soon as practicable, no later than the end of the officer's shift.

2. If the operator of the vehicle refuses to sign the waiver, the vehicle shall be towed utilizing a rotation wrecker.

3. Waiver of liability requests should be captured via the officer's BWC.

B. A reasonable effort shall be made by the arresting officer to allow the arrestee to contact a reasonable person and/or wrecker service of the arrestee's own choosing to come to the scene and move the vehicle within a reasonable time period at the discretion of the supervisor on duty.

C. When a vehicle is towed subsequent to an arrest, the arresting officer shall ensure a vehicle inventory is completed.

NOTE: In circumstances requiring the arrestee to be immediately transported from the scene (e.g., Intoxilyzer, DRE Exam, combative), an assisting officer shall be tasked with completing the vehicle inventory prior to the being towed.

D. Once the vehicle is towed, the arresting officer shall complete the Notice of Towing (Form RV-1) and submit to the Customer Service Unit as soon as practicable, not later than the end of their shift.

E. If a vehicle has been towed subsequent to arrest the arrestee shall be informed where the vehicle is stored and the proper procedures to have the vehicle released.

09.08.5 WITHOUT A VALID REGISTRATION PLATE/REGISTRATION ON PUBLIC PROPERTY

A. The towing officer shall make a reasonable effort, to include checking the vehicle identification number (VIN), to determine the registered owner of the vehicle.

B. The officer shall complete the Vehicle Tow Warning Sticker and attach it to the vehicle. The investigating officer shall also complete the Vehicle Tow Warning (Form RV-2) and submit it to the Customer Service Unit to be mailed to the registered owner. The Customer Service Unit shall be responsible for mailing the form to the registered owner via certified mail.

C. If the vehicle is not removed within the seven (7) days it shall be towed. The investigating officer shall then complete a Notice of Towing (Form RV-1) and submit it to the Customer Service Unit as soon as practicable, but no later than the end of their shift.

D. The Customer Service Unit shall mail a copy of the Notice of Towing form via certified mail to the address of the registered owner.

09.08.6 VEHICLE INVENTORY

A. Prior to the towing of a vehicle, the towing officer shall inventory the contents of the vehicle to include any item that may contain valuables and accessible closed containers and their contents.

B. The inventory shall encompass the interior and trunk areas to record all property.

1. The vehicle trunk and/or glove compartment shall not be forcibly opened in order to inventory the contents.

2. Locked, sealed or closed containers such as suitcases, packages, or boxes shall be opened when the contents cannot be determined from an examination of the container's exterior. However, locked or sealed items shall not be forcibly opened in order to inventory the contents if doing so will cause damage to the container.

3. Any evidence, contraband, or fruits of a crime discovered during an inventory shall be handled in accordance to General Order 07.05 Evidence and Property Control.

C. The inventory shall be completed on the MCT in the MOBLAN tab "tow inventory".

09.08.7 RECORDS RETENTION

All towing records shall be retained for a minimum of 1 year if not included as part of a case file in accordance with the NC Municipal Records Retention and Disposition Schedule.

James S. Hughes

JAMES S. HUGHES
CHIEF OF POLICE