


DPS STANDARD OPERATING PROCEDURE			
	SUBJECT:	SECTION(S):	DISTRIBUTION:
	TOWED AND IMPOUNDED VEHICLES: DPS SOP 2013-03	ALL	ALL PERSONNEL
ISSUING AUTHORITY:		EFFECTIVE DATE	SUPERSEDES:
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Towed and Impounded Vehicles

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IACLEA STANDARDS

Standard	Pages	Standard	Page	Standard	Page
10.3.5 a	4, 8	10.3.5 b	5, 6, 10, 11, 14	10.3.5 c	5, 6, 8

CALEA STANDARDS

Standard	Pages	Standard	Page	Standard	Page
61.4.2	4	61.4.3 b	4, 9, 10	1.2.4 f	6
61.4.3.a	4, 8	61.4.3 c	5, 9-11		

REFERENCES:

- SOP 2011-05 Traffic Enforcement, Direction and Control
- SOP 2010-21 Search and Seizure
- Syracuse University Department of Public Safety Vehicle Tow/Impound Form (4 part Form Tow/Impound form packs available in the Roll Call Room for use & maintained electronically in the Forms Folder on the G Drive) **(08/18/17)**
- DPS Tow/Impound Release Report (Forms Folder G Drive) **(08/18/17)**
- Parking & Transit Services Towing/Immobilization Form (Forms Folder G Drive)

ATTACHMENTS:

- City/ Syracuse Streets Tow Log (Copy of Dispatcher Database Electronic Form)
- Syracuse University / DPS Authorized Tow List

I. APPLICABILITY: This Standard Operating Procedure is applicable to all Syracuse University Department of Public Safety (DPS) employees.

II. PURPOSE: The purpose of this Standard Operating Procedure is to establish customer service and operational protocols to be used during and after normal business hours for DPS personnel to follow when requesting tow companies to respond to incidents requiring a vehicle to be towed for any reason. It is also the purpose of this policy to establish protocols to assist University community members in the event that Parking and Transit Services has contacted a tow company to tow a vehicle

This Policy is intended to insure the professional service levels of the towing companies used and that vehicles towed at the request of the DPS, or by Parking and Transit Services including those vehicles impounded by the department, are handled in an uniform, and expeditious manner and that the towed vehicles are not damaged, nor left unsecured until they are returned to their owners and with a minimum of inconvenience.

III. POLICY: It is the policy of DPS to follow the established protocols set forth in this SOP for tow requests from Syracuse University property and from public streets or highways within the jurisdiction of the DPS, so that a uniform and standardized process is followed and that records are maintained to document the professional and appropriate handling of the towed vehicles, and the safe storage of the vehicles until they are returned to the custody of the owners.

It is also the policy of the DPS to secure and safeguard personal property left in vehicles towed by the DPS by use of the search authority to inventory and secure the contents of the vehicles before they are released to the towing company.

It is the policy of the DPS that the Reception Service window, when open, or the Emergency Communications Center at other times will receive Towing and Immobilization forms from DPS officers or Parking and Transit Services employees and to release the form, as authorized, to the owner or operator of the towed vehicle so that they can recover the vehicle.

IV. DEFINITIONS:

- A. Business Hours: Monday through Friday, excluding University holidays and weekends. Academic hours are 08:30 to 17:00; summer hours are 08:00 to 16:30.
- B. DPS Reception Desk: Located lower level of Sims Hall adjacent to the elevator lobby.
- C. DPS Reception Employee: DPS staff member responsible for greeting and serving walk-in customers during business hours.
- D. Valid Photo Identification: Includes Syracuse University photo identification (SUID) or government issued photo identification.
- E. Abandoned Vehicle: A vehicle may, for University purposes, be considered abandoned if:
 - 1. It is left upon a University roadway or upon University property in such a condition that it poses a real and immediate danger to public health or safety.
 - 2. It is left upon University property for an extended and unreasonable period of time absent an explanation from the registered owner or student, absent a University approved parking pass, and following repeated and documented failures to contact/ locate the registered owner.
 - 3. It is left upon a University or public roadway so as to impede vehicular traffic, except that the DPS will not tow or impound a vehicle from a public roadway unless it is at the express request of the Syracuse Police Department.
- F. Authorized Tow Company: All DPS tow requests will be initiated from the Emergency Communications Center; Communications Officers will utilize the approved tow lists attached hereto.
- G. Impounded/Held Vehicles: A vehicle is impounded when it is towed and a hold is placed on the vehicle prohibiting the registered owner from recovering the vehicle prior to law enforcement authorization.
- H. Owner's Request: A vehicle is considered towed at the owner's request when the owner/operator, who is actually present, requests that the vehicle be towed.
- I. Vehicle Inventory: A thorough search of a vehicle for the purpose of documenting the presence or absence of vehicle damage, to protect the department and officer of false claims of missing property, to safeguard property located within a vehicle, and to protect the officer and others from potentially hazardous materials left in towed vehicles. This will be noted on the Towing & Impound Form in the space provided for listing vehicle contents.

V. PART I: PROCEDURES: GENERAL TOWING PROTOCOLS:

- A. Officer Authority to Tow Vehicles:** DPS Officers have the responsibility and authority to ensure the safe and efficient flow of traffic on University owned property, on public streets consistent with the Memorandum of Understanding (MOU) with the Syracuse Police Department, and the DPS officers are likewise empowered to enforce University parking regulations.
1. The Chief of the Department of Public Safety or a designee is authorized to tow any vehicle found upon either a University-owned street, a public street, or University-owned property providing it meets one or more of the following criteria: **(10.3.5 a) (61.4.3b)**
 - a. Illegally Parked: The vehicle is parked on University owned property and is in violation of a conspicuously posted "Tow Away" Zone, Fire Lane, No Standing, or is otherwise violating some other University prohibited parking signage to include a no parking ban.
 - b. SPD Request: The vehicle is located on a public street and the Syracuse Police department has requested the vehicle be towed and/or the vehicle poses a hazard and the SPD has approved the tow. **(61.4.3 b)**
 - c. University Parking & Transit Services Request: The University Parking Department has requested the vehicle be towed for violating University parking regulations to include parking with a fraudulent or counterfeit parking permit.
 - d. Unattended/Blocking Roadway/Exit: The vehicle has been left unattended and is blocking entry or egress into a roadway or driveway, or the vehicle is hindering a safe and efficient flow of vehicular or pedestrian traffic and/or otherwise poses an immediate hazard **(61.4.2)**.
 - e. Vehicle Inoperable: The vehicle has been determined to be inoperable and is being towed pursuant to a traffic accident.
 - f. Operator Arrest: The operator has been physically arrested. The vehicle was being operated by someone under the influence of alcohol or drugs, or the operator does not possess a valid driver's license or is otherwise operating with a suspended license.
 - g. Vehicle Used in Crime The vehicle was used in the commission of a crime or has been determined to be evidence or an instrument of a crime (requires supervisory approval).
 - h. Stolen Vehicle: The vehicle has been reported stolen and the DPS has been asked to tow the vehicle after it was processed for evidence.
 - i. Abandoned Vehicle: The vehicle meets criterion that suggests it has been abandoned. **(61.4.3 a)**
 - j. Operator Request: If the operator of a disabled or damaged vehicle requests the DPS for their vehicle be towed.

**B. Duties and Responsibilities of a DPS Officer Requesting a Tow Service:
(10.3.5 b, c) (61.4.3 c)**

1. Authorized Tow Services: Only an authorized tow service may be utilized to tow vehicles and all tows will be initiated through the Emergency Communications Center (ECC).
 - a. Operator Request for Towing Service: If an operator of a disabled vehicle, or one damaged in an accident, who is present at the scene, requests a specific tow service vendor and his selection does not impede police operations, or cause an unreasonable traffic impediment or delay, officers shall attempt to accommodate the request.
2. Officer Initiated Tow Requests: On self-initiated tows the DPS Officer must provide the ECC with the following information:
 - a. The purpose behind the tow,
 - b. Location and any special circumstances that would necessitate a large tow truck or flatbed,
 - c. The registration number or vehicle identification number,
 - d. Whether the vehicle may be released or whether there is an impound hold being placed on the vehicle.
3. Incident Report Required: Officers will complete an Incident Report pursuant to every towed vehicle and in conjunction with any other required reports.
4. Reasons for a Vehicle to Be Towed to be In Report: Whenever a DPS Officer requests a tow and tows a vehicle, a report will be completed as to the reason the vehicle was towed, such as:
 - a. If the vehicle is being towed due to involvement in a crime, the Tow/Impound Form should be attached to and made a part of the Investigation report.
 - b. If the vehicle is being impounded for evidentiary purposes relative to a felony-level crime, the SPD should be contacted and should complete the required paperwork, and the DPS can assist as requested. **(61.4.3c)**
5. The Officer will complete the four (4) part DPS Tow/Impound Report:
(The DPS Tow/Impound Report has replaced the Parking & Transit Service Towing & Immobilization Form for DPS use. Parking & Transit Services still uses their own form) The DPS Tow/Impound Report is a 4 part carbonless form issued in 25 form packs. The colors and distribution of the form pages are as follows: **(08/18/17)**
 - Top White sheet (original): filed with report.
 - Gold sheet: Marked "Miscellaneous" – Filed with the report – (for on-campus parking violations placed in Parking & Transit Services file on the Key Cart for their records once the vehicle is returned to the owner.

- Pink sheet: Given to owner/ or authorized operator of vehicle. If owner not present, filed with the Gold Copy at end of tour of duty.
 - Yellow sheet: Given to Tow Operator (to go with the Vehicle).
6. DPS Officers will submit the Tow/Impound Report Form to the DPS Towed Vehicles folder for vehicles to be released. These folders are located in the accordion file on the Key Cart at the Reception Desk during business hours and adjacent to the ECC Emergency Communications Center on the Key Cart after business hours.
 - a. Note: Vehicles towed by "Parking and Transit Services (PTS) will have a PTS Towing and Immobilization Form filed separately by them in the "Parking SVC Towed Vehicles" folder in the accordion file on the Key Cart. Completed PTS forms will be delivered to the PTS Office on a weekly basis. **(08/18/17)**
 7. Inventory Search: Vehicle and Property Security: Insure that the vehicle is locked and after completing an inventory search, that no property of value is unsecured before towing the vehicle. (5/03/13)
 8. DPS Impound Vehicle Release Form: A vehicle towed and impounded requires a special release form signed by the owner or a notarized letter authorizing a person to act as agent of the owner. The Impound Release form is to be completed as required before the vehicle can be released by the tow service. The Impound Release Report PDF is in the Forms Folder on the "G" Drive. **(08/18/17)**
 9. Reports: Completed Tow reports generated by DPS with an associated LEADS DR number will be forwarded to the Manager of Records, Logistics & Property for filing and scanning into LEADS. All other Tow reports will be forwarded to Parking & Transit Services for filing. **(08/18/17)**
 10. Problems with a Towing Service: If the towing service response was not timely, nor appropriate in any manner, the Patrol Officer requesting the tow service is to notify the Communications Officer and request that a notation be made in the log regarding the problem(s) encountered and notify the Patrol Sergeant/Supervisor working of the problem or concern.
 - a. In such a circumstance the Communications Officer may be requested to call the next tow service in the rotation.

C. Vehicle Inventory Searches: (1.2.4 f) Reference SOP 2010-21 Search & Seizure (10.3.5 b, c)

1. DPS Officers Shall Conduct and Document Vehicle Inventory Searches On All Officer Initiated Towed Vehicles. A vehicle inventory search shall be conducted for all vehicles impounded or for officer initiated tows including any of the following reasons:
 - a. Abandoned on public or private property
 - b. Recovered stolen Vehicle
 - c. In violation of New York State V&T Laws that make it illegal or unsafe to operate

- d. Mechanically unsafe
 - e. Operator Injured and not present when vehicle towed
 - f. Arrest of operator (See #10 below)
 - g. Seized as evidence
2. Inventory searches shall be conducted for the purpose of:
 - a. Protecting personal property.
 - b. Protecting the department from false claims of property missing from the vehicle or damage sustained.
 - c. Protecting the personal safety of members of the department from potentially hazardous property left in vehicles.
 - d. Protecting tow services from false claims.
 3. Prior to towing a vehicle, as part of the required inventory process, the towing officer will make note of any observable damage on the vehicle and listed in the appropriate reports and noted on the Towing and Impound Form.
 4. All accessible areas of any impounded or officer initiated towed vehicles must be searched for property left in the vehicle and this search noted on the Towing and Immobilization Form. If the vehicle keys are available, any locked areas of the vehicle are to be searched as well.
 5. Any container (i.e. briefcase, suitcase, box, carton, package, etc.), found inside any impounded or recovered vehicle, must be opened to determine the contents.
 - a. Opening a container and inventorying the contents shall be performed in order to protect the owner against loss of valuables from the vehicle and to protect Syracuse University and the investigating officer(s) against civil suits arising from claims of loss or damage.
 6. Any property found in a vehicle during the inventory search shall be itemized and listed in the narrative section of the incident report. A reasonable itemization is required for this property, (i.e., one set of golf clubs, one toolbox containing assorted tools, etc).
 7. Inaccessible areas of a vehicle (i.e. locked trunk or glove box) not inventoried will be noted in the narrative section of the incident report.
 8. Any items of exceptional value found in an impounded or recovered vehicle are to be logged into and secured in the DPS Property Division for safekeeping. These items shall be listed in the narrative section of the incident report.
 9. Any observed evidence or contraband will be photographed when practical and then recovered. The item(s) will then either be logged into the DPS Evidence System and properly labeled and secured at the DPS pursuant to the departmental policies and practices regarding evidence collection, or in the case of serious crimes, recovered by the SPD.

Note: In the event that the DPS, working in conjunction with an outside law enforcement agency, is tasked with securing or towing a vehicle where a search warrant might be required or applied for, there will be no inventory search conducted. Instead, the officer will rely on a 'plain view' appraisal. The vehicle and its contents will be more thoroughly described in reports relative to the search warrant application and its return.

10. Search Incidental to a Lawful Arrest: Officers must be mindful that in order for an item of evidence or contraband to be recovered from a vehicle incident to arrest, the item must be observed or recovered while there was an actual, continued threat that the arrestee could access that item from a 'grabbable area'.
 - a. If the defendant has been secured, or is not actually in close proximity to the vehicle when evidence or contraband is located and/or recovered, then all reports should reflect that recovered items were not located incident to arrest, but instead as part of a departmental policy to inventory every vehicle that is towed

D. Towing Procedures for Abandoned/Disabled Vehicles: (10.3.5 a, c) (61.4.3a)

1. Vehicles that are a Road Hazard, abandoned vehicles are defined in section 1224 of the New York State Vehicle and Traffic Law. Motor vehicles are deemed abandoned when they are left on private property for more than ninety-six (96) hours without permission of the property owner.
 - a. If a vehicle is abandoned on private property for less than ninety-six (96) hours, it is the responsibility of the property owner to have the vehicle towed.
 - b. DPS officers may tow abandoned vehicles once the ninety-six (96) hour period has elapsed.
 - c. When dispatched to such complaints, officers shall determine if the vehicle is stolen.
 - d. If the vehicle is not stolen, officers shall make and document their attempts to identify and contact the owner to arrange its removal.
2. Issue a Parking Ticket: If an abandoned vehicle is towed the appropriate parking ticket must be issued, and both an incident report and Towing and Impound Form shall be completed.
3. Guidelines for Vehicle On a Public Street: When a vehicle is abandoned, or found disabled without an operator present for what may be an extended period of time upon a public street, DPS officers should:
 - a. Notify the Syracuse Police Department, and when appropriate
 - b. If circumstances allow, offer to assist the SPD with traffic control until such time that the SPD completes their investigation.
4. Guidelines for Vehicles on Property Owned by the University: In all other instances where the vehicle is located upon property owned, controlled or operated by the University, including those vehicles that do not pose a threat to public safety, officers should:

- a. Request that the Emergency Communications Center conduct computer checks on the vehicle to check the vehicle's status and that of the registered owner.
 - i. Verify the vehicle's registration is correct and matches the vehicle.
 - ii. Attempt to locate the registered owner and determine the circumstances behind the apparent abandonment.
 - iii. Ticket the vehicle when appropriate.
- b. When necessary, and following reasonable attempts to locate the owner, tow the vehicle pursuant to the Vehicle and Traffic Law.
- c. Vehicle Registered to Student or Employee: If the vehicle is registered to a student who resides at an on-campus address or is registered to a verified employee at the University, the vehicle should not be considered abandoned.
 - i. Additional and repeated attempts to verify the status of the registered owner and the vehicle should be conducted.
 - ii. In the event the owner is or was a student or employee, document the different University departments they worked or were registered with in an attempt to contact the owner.
 - iii. Responsibility for removing the vehicle belongs to the registered owner unless the vehicle constitutes a hazard.
- d. Authorized Department Request: Legitimate exemptions to the above rule would include documented requests by Parking and Transit Services or the Office of Residence Life to tow the vehicle.
- e. Inventory Search: Vehicle and Property Security: Insure that the vehicle is locked and after completing an inventory search that no property of value is unsecured before towing the vehicle.
- f. Note any existing vehicle damage: Note any existing vehicle damage or the lack of any damage on the Towing and Immobilization Form before the vehicle is towed.
- g. Complete an Incident Report and DPS Tow/Impound Report Form documenting the attendant circumstances. **(61.4.3,c)**

E. Duties and Responsibilities of the Communications Officer: Vehicle to be towed from a City of Syracuse Street:(61.4.3 b, c)

Upon the receipt of a request for a vehicle tow by a Public Safety Officer where the vehicle is located on a city street, the Communications Officer will:

1. Identify the Officer or complainant requesting the tow and obtain as much information relative to the incident as possible.
2. Run the vehicle information by accessing the E Justice Portal and check for File 1 (Formerly NYSPIN for stolen vehicles and motorcycles) and warrants on the vehicle owner.

3. Refer to the City of Syracuse Tow rotation list in the Dispatcher Information Database - electronic tow log located in the Emergency Communications Center (ECC) and attempt to contact the next tow company on the list.
 - a. When requesting towing and there are special circumstances known to the Communications Officer, it is important to properly communicate those needs to the towing company so that the correct equipment and operators are dispatched in a timely manner to handle the tow request.
 - b. Not all the towing companies offer the equipment required to tow large or heavily damaged vehicles, or those disabled off the road in more remote locations. In the event that the tow company does not have the required equipment, staff, or is unavailable at that time, they will be skipped.
 - c. The Communications Officer will note why the company was skipped on the Dispatcher Information Database – electronic tow log. They will not be called again until they come up in the next rotation.
 - d. The Communications Officer will then contact the next company on the log.
4. Expected Response by the Towing Company Called:
 - a. The tow company contacted will be given 15 minutes to notify the ECC and accept the call.
 - b. If no call is received from the company accepting the assignment the Communications Officer will log in the Dispatcher Information Database that no call-back was received in the tow log and the next company on the tow list rotation will be contacted.
 - c. In the event that the tow company is concerned that by accepting a tow through the Syracuse University Department of Public Safety, they will lose their rotation with SPD, they should be informed that by towing a vehicle through the University they will not be taken out of the SPD Tow rotation.
5. Once the request for service has been assigned and accepted by a towing company the Communications Officer will notify the Public Safety Officer requesting the tow, of the name of the tow company that is responding to the call.
6. Enter the name of the tow company in CAD and complete the tow log.

F. Duties and Responsibilities of a Communications Officer: Vehicle to be Towed from University Property: (10.3.5 b) (61.4.3 b, c)

Upon the receipt of a request for a vehicle tow by a Public Safety Officer where the vehicle is located on Syracuse University owned property, the Communications Officer will:

1. Identify the complainant requesting the tow and obtain as much information relative to the incident as possible.
2. Run the vehicle information by accessing the E Justice Portal and check for file 1 (stolen vehicles and motor cycles) and warrants on the vehicle owner.
3. Refer to the Syracuse University Approved Tow Service List. (Attachment) John's Auto Body, Brighton Ave. Syracuse, N.Y. is the preferred tow company. Refer to attachment for other approved tow services if the need for other, or additional tow services should arise.
4. Expected Response by the Towing Company Called:
 - a. The tow company contacted will be given 15 minutes to notify the ECC and accept the call.
 - b. If no call is received from the company accepting the assignment, the Communications Officer will log that no call was received in the tow log and the next company on the tow list will be contacted.
5. Once the request for service has been assigned and accepted by a towing company the Communications Officer will notify the Public Safety Officer requesting the tow, of the name of the tow company that is responding to the call.
6. Enter the name of the tow company in CAD and complete the tow log.
7. Towing Service Problems: If notified by the Patrol Officer requesting the tow service that the towing service response was not timely, nor appropriate in any manner, the Communications Officer will make a notation the log regarding the problem(s) encountered and notify the Patrol Sergeant working of the problem or concern if directed by the patrol officer to do so.

G. Duties and Responsibilities of the Patrol Sergeant/Supervisor when Notified of a Tow Service Problem: (61.4.3 c)

1. A Patrol Sergeant (Patrol Supervisor) who is notified of a tow service problem or complaint will:
 - a. Investigate the matter by interviewing the Patrol Officer, Communications Officer and the vehicle owner, if relevant, to gather a complete understanding of the facts of the service complaint.
 - b. The Patrol Sergeant will then make a contact to the involved tow service manager and discuss the service concerns.
 - c. The results of the investigation and contact with the towing service manager shall be reported in a memorandum to the Deputy Chief for Law Enforcement and Community Policing, attention to the appropriate Commander for their information or action if necessary.

V. PART II: PROCEDURES: CUSTOMER SERVICE PROTOCOLS: (10.3.5 b)

A. Protocols during Business Hours:

1. DPS Officer and/or Parking and Transit Services Employee Role:
 - a. During regular business hours when a tow has been executed by a DPS Officer the 4 part DPS Tow/Impound Report will be completed.
 - b. A Parking and Transit Services employee, will complete their 2-copy Syracuse University Parking Services Towing and Immobilization form.
 - c. Both Forms are to be dropped off to the DPS Reception area during business hours or to the ECC after hours.(08/18/17)
2. DPS Reception Employee Role:
 - a. The DPS reception employee will receive the form and file it in the Towed Vehicles accordion file for safekeeping.
3. Releasing DPS Towed Vehicles: (08/18/17)
 - a. When the owner or operator of the towed vehicle appears, the DPS reception supervisor, any DPS Officer, a Communications Officer or other authorized DPS employee will request valid photo identification to begin the release. Student employees are NOT authorized to release towed vehicles.
 - b. The responding DPS employee will complete the Release section at the bottom of the DPS Tow/Impound Release Form.
 - c. The owner or authorized agent of the owner must sign the release.
 - d. The DPS employee will provide the Pink copy of the DPS Tow/Impound Report to the owner or operator and a copy of directions to the tow company if needed (directions are found in the Tow Company Directions folder in the Towed Vehicle file on the Key Cart).
 - e. The DPS employee will file the white copy of the DPS Tow/Impound Report and the signed Tow/Impound Release Form in the Released Vehicles folder in the accordion folder on the Key Cart for Parking and Transit Services to collect at a later date.

B. Protocols after Business Hours:

1. DPS Officer and Parking and Transit Services Employee Role:
 - a. During after hours when a tow has been executed by a DPS officer or a Parking and Transit Services employee, the Emergency Communications Center is authorized to allow the DPS officer or Parking and Transit Services employee access to submit their completed form through the DPS Reception pass-thru window.

2. Emergency Communications Center (ECC) Role:
 - a. The ECC Communications Officer will receive the completed form and file it in the Towed Vehicles file on the Key Cart for safekeeping.
3. Releasing from a DPS Tow with the DPS Tow/Impound Release Form: (08/18/17)
 - a. When the owner or operator of the towed vehicle appears, the dispatcher will verify that the DPS Tow/Impound Report Form for that vehicle is on file.
 - b. Any DPS Officer or Communications Officer can complete a tow release.
 - c. The assigned officer will meet with the owner or operator and ask for valid photo identification.
 - d. The officer will collect the Towed Vehicles file from the Emergency Communications Center or Key Cart.
 - e. The officer will complete the DPS Tow/Impound Release Form and file it.
 - f. The owner or authorized agent/operator must sign the release.
 - g. The officer will provide the Pink copy of the DPS Tow/Impound Report Form to the owner or operator and if needed a copy of directions to the towing company, found in the Tow Company Directions folder in the Towed Vehicle file.
 - h. The officer will file the remaining copies of the Tow/Impound Report and the Tow/Impound Release in the Released Vehicles folder in the accordion folder and return the folder to the Emergency Communications Center/Key Cart.
 - i. Completed DPS Tow reports will be forwarded to the Manager of Records, Logistics and Property for filing and scanning into LEADS.

C. Other Important Towing Protocols:

1. During after-business hours, owners or operators are not authorized entry to the Emergency Communications Center or the DPS secured reception area.
 - a. All communication regarding a towed vehicle will take place through the 2-way intercom system in the lobby near the elevators or by use of the phone in the reception area. .
2. Under the Release Description section of the form, any valid photo identification number can be substituted for the owner or operators social security number.
3. If desired, owner or authorized agent/operators that have had their vehicle towed can mail an Appeal to Parking and Transit Services.

- a. Those appeal forms are found in Towed Vehicles file, in the Appeal Forms folder.
4. Most towing companies take cash only. Owners or operators of the towed vehicle will be advised to call the towing company to determine the method of payment and current rates.
5. Infrequently the towed vehicle should not be released to the owner or operator, perhaps because it may be held as evidence or some other reason.
 - a. Instructions on how to proceed will be written on the form.
 - b. The officer will not provide the owner or operator the release (Pink copy of the form) until the instructions on how to proceed have been resolved.
6. Customer Complaints re Towing: When any DPS member receives a complaint regarding a towing service or any of the facts regarding a vehicle that was towed they are to immediately contact the Patrol Sergeant with the contact information of the complainant. The Patrol Sergeant will conduct an inquiry and report on the matter as set forth in Part I General Protocols of this SOP, Section F: Duties of the Patrol Sergeant.

VI. PART III: PROCEDURES: PARKING AND TRANSIT SERVICES PROTOCOLS (10.3.5 b)

A. Protocols during Business Hours

1. Parking and Transit Services (PTS) Role:
 - a. During regular business hours when a tow has been performed by Parking and Transit Services, the Parking and Transit Services employee will drop off a 2-ply Syracuse University Parking Services Towing and Immobilization form to the DPS Reception area.
2. DPS Reception Employee Role:
 - a. The DPS reception employee will receive the form and file it in the Towed Vehicles accordion file on the Key Cart for safekeeping.
3. Releasing using the PTS Towing and Immobilization Form: (08/18/17)
 - a. When the owner or operator of the towed vehicle appears, the dispatcher will verify that the PTS Tow Immobilization Report Form for that vehicle is on file.
 - b. Any DPS Officer or Communications Officer can complete a tow release.
 - c. The assigned officer will meet with the owner or operator and ask for valid photo identification.
 - d. The officer will collect the Towed Vehicles file from the Emergency Communications Center or Key Cart.

- e. The assigned DPS employee will complete the Release Description and Time of Release section at the bottom of the form.
- f. The owner or operator must sign the release portion of the PTS Form.
- g. The DPS employee will provide the yellow copy to the owner or operator and if needed a copy of directions to the towing company, found in the Tow Company Directions folder in the Towed Vehicle file.
- h. The DPS employee will file the white copy in the Released Vehicles folder for Parking and Transit Services to collect at a later date

B. Protocols- After Business Hours:

1. Parking and Transit Services:

- a. During after hours when a tow has been performed by Parking and Transit Services, the Emergency Communications Center is authorized to allow the Parking and Transit Services employee through the patrol services corridor's secured area in order to submit the 2-ply form by using the Emergency Phone in the lobby of Sims Hall to contact the Emergency Communications Center.

2. Emergency Communications Center Role:

- a. The Communications Officer will receive the form and file it in the Towed Vehicles file for safekeeping.

3. After Hours Releases Using the PTS Towing and Immobilization Form:

- a. When the owner or operator of the towed vehicle appears, the Communications Officer will verify that the form is on file and will dispatch unit 9701 or the nearest available zone officer to report to the Sims elevator area for a tow release.
- b. Any DPS Officer or Communications Officer can complete a tow release.
- b. The assigned officer will meet with the owner or operator and ask for valid photo identification.
- c. The officer will complete the Release Description and Time of Release section at the bottom of the form.
- d. The owner or operator must sign the release.
- e. The officer will provide the yellow copy to the owner or operator and if needed a copy of directions to the towing company, found in the Tow Company Directions folder in the Towed Vehicle file.
- f. The officer will file the white copy in the Released Vehicles folder and return the file to the Communications Center.
- g. Completed PTS forms will be forwarded to PTS by the Manager of Records, Logistics and Property for filing. **(08/18/17)**

C. Other Important Information

1. Owner or operators that have had their vehicle towed can mail an Appeal to Parking and Transit Services. Appeal Forms are found in Towed Vehicles file, in the Appeal Forms folder.
2. Most towing companies generally take cash only. Owners or operators of the towed vehicle need to be advised to call the towing company for their method of payment and current rates.
3. Infrequently the towed vehicle should not be released to the owner or operator. Instructions on how to proceed will be written on the form. In these occurrences, the officer will not provide the owner or operator the pink copy of the DPS Tow/Impound form until the instructions on how to proceed have been resolved.

POLICY REVISION HISTORY

NO	SECTION REVISED	DATE ISSUED
1	Reviewed/Revised re IACLEA	03/22/16
2	Reviewed/Revised re IACLEA/CALEA & Tow/Impound Form	08/18/17
3		
4		
5		

City of Syracuse DPS Tow Log

Tow#	Date & Time	DR#	Year	Make	Color	Plate/Vin	Location	Car#	Reason	Released	ID
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											

SU DPS On Campus Tow List

Johns Auto Body is our primary company. Always use them first. If they are unavailable, continue down the list.

#	Tow Company	Phone Numbers	Address and Fax Number's	Payment	#
1	Johns Auto Body Flatbed	24 Hrs. 475-0379 No answer 492-9362	554 E. Brighton Ave. Office 475-4330	Cash	1
2	Syracuse Frame Flatbed	476-7974 (BUS, HRS) 877- 1000 (after 1700 and weekends)	1106 South State St.	Cash	2
3	Field's Towing Flatbed	Days 475-2498 499-9807 Pager	468 W. Kirkpatrick St. Fax: 475-4019	Cash	3
4	Pascarella's Flatbed	24 Hrs. 478-7770	1504 Burnet Ave Fax 457-3603	Cash or credit card	4
5	AAA- Abandoned Auto Flatbed	428-8008	559 East Brighton	Cash	5