



TOWING TOPIC SUBMISSION

THIS TOPIC WAS SUBMITTED BY:	Paul Walters
SUBMITTED VIA ONLINE FORM ON:	08/31/23 4:55 PM
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INDUSTRY AFFECTED:	Tow Contract

TOPIC OR DESCRIPTION OF ISSUE:

Property releases after hours - Specifically RVs and cars, that they intend on abandoning with excessive items

HOW IS THIS IMPACTING THE INDUSTRY?

We have had numerous instances in which a person intends to abandon an RV or vehicle that is overwhelmingly packed with items. We have been forced to spend hours in the cold / rain / heat while the owner of a vehicle cleans every item from a vehicle that they intend on abandoning.

REASON FOR CONSIDERATION OR CHANGE TO THE REGULATIONS?

During after hours it's typically the dispatcher on duty and they are typically alone during this time, while also answering the phones and entering calls (on their phone.)
During the day we have had to deal with extreme weather while while the owner takes a extended time cleaning out a vehicle.
In some cases people have come to clean out an RV, that they intend on abandoning, completely filled with items.
These events have taken a disproportionally large amount of time away from other tasks, as we can not simply leave a person in the yard with other peoples vehicles.

WHAT IS THE PROPOSED SOLUTION?

While we have no problem allowing people to items, it needs to be within reason. After normal business hours should be limited to emergency items only (ie medication, wallet ect.)
For normal business hours we propose a reasonable time limit to get necessary items. I feel like this should be limited to 15 minutes. This amount of time gives more than enough time to locate and retrieve any item they need.

WAS A FILE/IMAGE UPLOADED WITH THIS SUBMISSION?

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