Distributing Tow Requests

Date: October 11, 2018

From: James D. Tatreau, Captain
Norwalk Station

To: All Supervisors, Desk Personnel
Norwalk Station

Subject: Norwalk Station Unit Order 18-09

PURPOSE:

The purpose of this directive is to establish policy for the equitable request for tow services from the local tow companies that ensures timely deployment and fair distribution.

SCOPE OF ORDER:

This directive applies to all Norwalk station supervisors, Watch Deputies and Dispatchers.

DIRECTIVE:

Effective immediately we will be implementing tow company requests based on geograpic location of the tow yard rather than on a rotation basis to avoid delays in tow company response times. The rotation basis caused too many delays for field units. The following will be the breakdown for requesting a tow company:

City of Norwalk- Vernola's Tow
South and East Whittier- Navarro's Tow and Haddick's Tow
City of La Mirada- Hadley's Tow

Desk personnel will continue to maintain the electronic tow log per Field Operations Directive 15-001, with the expectation the tow company will respond within twenty minutes. During heavy traffic hours the time may be extended. If the tow company cannot respond in a timely manner, log the time and request another tow company. All requests for tow shall go through the desk.

Rev. 10/02/2018