

## Distributing Tow Requests

Date: October 11, 2018

From: James D. Tatreau, Captain      To: All Supervisors, Desk Personnel  
Norwalk Station                              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 geographic 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.

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