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Standard Operating Procedure  
for  
**NY CREATES Motor Vehicle Towing**

**REVISION**

Rev No.	DCN No.	Change Summary	Release Date	DCN Initiator	Document Owner
4	DCN2788	Change of fee schedule description	8-30-23	J. Kosakowski	J. Kosakowski

Prior revision history, if applicable, is available from the Document Control Office.

## 1 PURPOSE AND SCOPE

The purpose of this standard operating procedure is to ensure the safe and efficient flow of vehicular traffic and to enforce the parking rules and regulations of the Albany NanoTech Complex. The Security department will make every reasonable effort to contact the owner or operator of the vehicle in an attempt to have the vehicle moved prior to towing at the owner's expense. There are, however, certain circumstances when towing will be justified without prior notice.

## 2 DEFINITIONS

- 2.1 **Abandoned Vehicle** – A motor vehicle that has been left unattended on the Albany NanoTech Complex property for more than 96 hours without permission from a representative of the Albany NanoTech Complex or FRMC.
- 2.2 **Unsafe Vehicle** – A motor vehicle that presents a clear and present danger or is a threat to life safety or the environment.
- 2.3 **Fire Lane** – All roadways on the Albany NanoTech Complex site.
- 2.4 **Vehicles in Violation** – Motor vehicles on the Albany NanoTech Complex site that are (but not limited to):
- 1) Abandoned
  - 2) Unsafe
  - 3) Parked at a location that is not designated for parking.
  - 4) Parked in a reserved spot not reserved for the person parking in that spot, as indicated by signage or markings on the pavement.
  - 5) Parked at an electrical charging station, but are not designed to be electrically charged.
  - 6) Parked in violation of the parking spot as signed or marked on the pavement.
  - 7) Parked in violation of a “No Parking Snow Emergency” notice.
  - 8) Parked in a parking space designated for site employees without displaying an Albany NanoTech Complex hang tag.
  - 9) Violating any other rule or regulation as listed in **ANT-00003 Parking Rules and Regulations**.

- 10) Parked in a manner that hampers the ingress and egress from doors and loading docks.
- 11) Parked in a fire lane.
- 12) Parked in a handicapped parking spot without a handicapped permit, placard, or license plate.
- 13) Blocking a fire hydrant.
- 14) Blocking a sidewalk or crosswalk.
- 15) Parked in a manner that hampers the normal flow of traffic of other vehicles.
- 16) Parked in violation of the NYS Vehicle and Traffic law.

### **3 RESPONSIBILITIES**

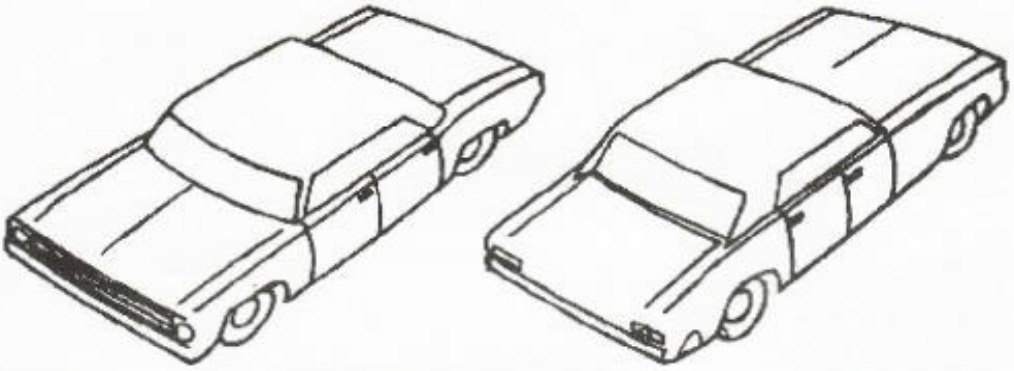
#### **3.1 Security Supervisors**

Supervisors shall ensure Safety Officers follow this procedure and be the approving authority when it is necessary to tow a vehicle.

### **4 ASSOCIATED DOCUMENTS**

#### **4.1 Dott's Tow Sheet**

**DOTTS GARAGE, INC. (518) 434-0211**

		1 DAY-DATE-TIME OF CALL				2 INC #	
		3 UNIT(S) ASSIGNED		4 DIVISION		5	
6 DAY-DATE-TIME OF INCIDENT			7 LOCATION OF INCIDENT			8 CT	9 RD
10 TYPE OF INCIDENT							
12 CHECK APPROPRIATE BOX		ARREST		EVIDENCE		SAFETY/STAMP	OTHER (SPECIFY)
13 OWNER'S NAME (LAST, FIRST, MIDDLE)				14 OPERATOR'S NAME (LAST, FIRST, MIDDLE)			
15 OWNER'S ADDRESS				16 OPERATOR'S ADDRESS			
17 OWNER'S PHONE (HOME)		18 (BUSINESS)		19 OPERATOR'S PHONE (HOME)		20 (BUSINESS)	
21 LICENSE #	22 STATE	23 YEAR	24 MAKE	25 MODEL	26 STYLE	27 JULY#	28 VIN
29 DOORS <input type="checkbox"/> LOCKED <input type="checkbox"/> UNLOCKED		30 TRUNK <input type="checkbox"/> LOCKED <input type="checkbox"/> UNLOCKED		31 WINDOWS <input type="checkbox"/> OPEN <input type="checkbox"/> CLOSED		32 GLOVE BOX <input type="checkbox"/> LOCKED <input type="checkbox"/> UNLOCKED	
33 AIR FILTERS PRESENT <input type="checkbox"/> YES <input type="checkbox"/> NO		34 CD PLAYER PRESENT <input type="checkbox"/> YES <input type="checkbox"/> NO		35 TAPE PLAYER PRESENT <input type="checkbox"/> YES <input type="checkbox"/> NO		36 CELLULAR PHONE PRESENT <input type="checkbox"/> YES <input type="checkbox"/> NO	
				37 HUBCAPS #		38 WHEELS #	
39 CONDITION OF VEHICLE		<input type="checkbox"/> NO MAJOR DAMAGE <input type="checkbox"/> ADDITIONAL DAMAGE IS NOTED AS INDICATED BELOW IN REMARKS SECTION					
							
40 DIAGRAM SYMBOLS B-BENT / BA-BROKEN / CH-CHIPPED / D-DENTED / M-MISSING / S-SCRATCHED / C-CRACKED							
41 REMARKS							
42 REPORTING OFFICER'S NAME & SHIELD #		43 TOW OPERATOR		44 TT #		45 DISPOSITION OF KEYS	
46 DATE-TIME OF FINAL DISPOSITION			47 OFFICER-RELEASING			48 AUTHORIZATION	
49 DISPOSITION OF VEHICLE <input type="checkbox"/> AUCTIONED <input type="checkbox"/> DESTROYED <input type="checkbox"/> RETURNED TO OWNER <input type="checkbox"/> OTHER (SPECIFY) _____							
50 PAGE _____ OF _____		51 SIGNATURE OF PERSON RECEIVING			52 DATE		53 TIME

## 5 PROCEDURE

5.1 Upon being notified or identifying a vehicle in violation, Security shall:

- 1) Record the vehicle's license plate, hang tag number (if applicable), make, model, and color.
- 2) If possible, make every reasonable effort to identify the owner of the vehicle to include, but not limited to:
  - Check the parking database utilizing the hang tag number and/or license plate number.
  - Check Easy Lobby visitor software, if applicable.
  - Check AMAG access control software, if applicable.
  - Check the visitor parking log at the ZEN and NFE visitor desks.
  - Conduct a canvas of the area, if applicable.
  - Review security cameras, if applicable.

5.1.1 If the owner or operator of the vehicle is identified:

- 1) Make every reasonable effort to notify the owner or operator of the vehicle to move the vehicle to an appropriate parking spot, such as but not limited to:
  - Contact the owner or operator via cell phone or work phone, if applicable.
  - Contact the owner or operator's place of employment to locate the person, if applicable.
  - Assign a Security Officer to physically check the work space of the owner or operator, if applicable.

5.1.2 If Security is unable to identify the owner or operator **or** unable to contact the owner or operator **or** circumstances exist that the vehicle must be towed without attempting to make a notification prior to towing, a Security Officer shall notify a Security Supervisor and brief him or her.

5.1.3 If the Security Supervisor approves the towing of the motor vehicle, the Security Officer shall:

- 1) Contact Dotts Garage, Inc at 518-434-0211 at 1777 Central Av Albany, NY 12205 and provide the location and type of vehicle that is to be towed.
- 2) Prepare a tow form:
  - For any fields that are unknown or not applicable, a dash should be entered.
  - Do not physically enter the vehicle to be towed.
  - Ensure any damage to the vehicle is indicated on the form utilizing the diagram symbols.
  - Ensure the bottom two copies of the tow form are marked.
    - The form should be on a hard surface when completed and,
    - The officer should depress their pen hard enough to mark the bottom two copies.
- 3) Upon arrival of the tow truck, assist the tow truck operator with traffic control, as necessary.
- 4) Review the tow form with the tow truck operator.
- 5) The top copy of the tow form will be turned over to the tow truck operator and the bottom two copies will be returned to the Security Control Center.
- 6) Complete a shift log entry consisting of the time, location, reason for the tow, and efforts made to contact the owner or operator.

5.2 In the event a vehicle is towed and the owner or operator inquires as to where their vehicle is, provide them with the following information:

- The vehicle was towed to Dotts Garage located at 1777 Central Ave, Albany, NY 12205 and indicate the date, time, and reason why the vehicle was towed.
- The cost of the tow, [storage, and drop fee if applicable is set by the vendor.](#)

**6 RECORDS**

- 6.1 Tow sheets will be stored and maintained within the Security Control Center.