

UW Whitewater Police



Towing and Booting Procedures

Number: 61.4.3	No. Pages: 4		
Special Instructions: CALEA 61.4.3			
Approved By: Chief Kiederlen	Effective Date: 1/19/2023	Revised Date: 12/4/2025	Revision number: 3

I. Purpose

The purpose of this general order is to define the circumstances under which vehicles are towed and to provide guidelines to officers and campus service officers (CSOs) who may need to remove a boot outside of normal business hours when Parking Services is closed.

II. Definitions

Abandoned Vehicle: A vehicle that has been left unattended on public property for more than twenty-four hours and lacks current registration plates or two or more wheels or other parts which renders the vehicle inoperable.

Boot: A mechanical device affixed to the driver's side front tire of a vehicle to immobilize the vehicle. This can also be affixed to the front wheel of a motorcycle.

Disabled Vehicle: Any motor vehicle which is unable to operate under its own power source.

III. Policy

It is the policy of the UW-Whitewater Police Department (UWWPD) that vehicles may be towed from UW-Whitewater property if they need to be removed from the roadway; are illegally stopped, standing, or parked; stolen or abandoned; and/or in UWWPD's custody. Whenever a vehicle is removed or towed at the direction of UWWPD personnel, a written record should be made of the tow, following the procedures outlined in this general order.

It is also the policy of the UW-Whitewater Police Department that if someone is a repeat violator of parking regulations, or has three (3) or more outstanding parking tickets that are older than 5 days and a balance over \$100; Parking Services may place a boot on a vehicle to ensure compliance with parking regulations and collection of outstanding parking fines. UWWPD personnel will remove the boot when Parking Services is closed if the procedures outlined in this general order are satisfied.

IV. Procedures – Towing Vehicles

A. Vehicles may be towed from UW-Whitewater property if they need to be removed from the roadway; are illegally stopped, standing, or parked; stolen or abandoned; and/or in UWWPD's custody.

UW Whitewater Police

B. Handling of Abandoned Vehicles:

1. Abandoned vehicle complaints may be dispatched for investigation. Sworn personnel provide the primary response for abandoned vehicle complaints.
2. Abandoned vehicles presenting a roadway hazard shall be removed to the tow operator's yard through the University contracted vehicle tow service, if available.
3. A general inventory shall be conducted of abandoned vehicles. Officers initially assigned to the abandoned vehicle shall run the VIN to check for ownership and if there is a stolen status, before making a reasonable attempt to contact the owner to resolve the situation.
4. All abandoned vehicles will be towed at the owner's expense.

C. Handling of Disabled Vehicles

1. Disabled vehicles may be left at the scene for later repair or removal by the owner if:
 - a. The owner/operator makes such a request.
 - b. The vehicle is legally parked or is placed on private property with the consent of the property owner.
 - c. The vehicle does not otherwise present a hazard to the public or the safe movement of traffic.

D. Seizure of Vehicles

1. Vehicles seized for evidentiary purposes shall be towed by the contracted towing service, unless unavailable.
2. Vehicles impounded for evidentiary purposes shall be taken to the Department and secured in the garage or another secure location as directed by the assigned officer or a supervisor.
3. Other jurisdictions reporting stolen vehicles later recovered within the Department jurisdiction shall immediately be notified by teletype of the recovery with a request for vehicle disposition instructions.

E. Removal and Towing of Vehicles from UW-Whitewater Property:

1. Parking Services is primarily responsible for the removal of illegally parked vehicles during normal business hours.
2. An officer or campus service officer may be dispatched to illegally parked vehicle complaints.
3. Illegally parked vehicles that are towed shall be issued a parking ticket for the violation before towing.
4. All vehicles will be towed at the owner's expense.
5. During business hours, Parking Services staff will contact the tow company to request a tow for vehicles violating regulations. Afterhours, police officers will make this request.
6. Enforcement staff will generate a tow through the AIMS Mobile device.
7. Once completed, Parking Services is notified by email a tow occurred. (Appendix B).
8. Parking Service staff will generate a tow letter (Appendix C) to be emailed to the student and mailed to the vehicles registered owner.

UW Whitewater Police

F. Removal and Towing of Vehicles from Public Property Off Campus

1. UWWPD does not normally tow vehicles from adjacent streets and public roadways except for the following circumstances
 - a. The vehicle is being seized as evidence of a crime
 - b. The vehicle is disabled or abandoned and is a traffic hazard that must be moved from the roadway
 - c. The owner is not able to remove the vehicle because of incapacitation, no valid license, or another reason and the vehicle is not legally able to be parked at the location it is.
2. When a vehicle is towed because of one of the above reasons, the officers will document the reason in their incident report.

G. Removal and Towing of Vehicle from Private Property

1. UWW PD does not normally tow vehicles from private property except for the following circumstances.
 - a. The vehicle is being seized as evidence of a crime
 - b. The vehicle is disabled or abandoned and is a traffic hazard that must be moved from the roadway.
 - c. The owner is not able to remove the vehicle because of incapacitation, no valid license, or another reason and the vehicle is not legally able to be parked at the location it is.
2. When a vehicle is towed because of one or the above reasons the officers will document the reason in their incident report.

H. Departmental vehicles becoming disabled or damaged that require towing services shall be towed by the contracted towing service, if available.

I. Officers investigating accidents, or who encounter a disabled vehicle, where towing services are required shall ask the owner/operator at the scene if they have a preference for towing services. Towing services within a reasonable distance shall be summoned at the request of the owner/operator.

J. In the event a tow is required after the operator's arrest or if the owner/operator does not express a preference for towing services, the officer shall utilize the Department contracted tow service, if available.

1. To streamline the towing process, UWWPD will follow the City's established towing rotation policy. When a tow is needed, officers should request "the next tow on the list" through Dispatch, rather than requesting a specific company.
2. If the vehicle owner or operator requests a specific towing company, Dispatch will instruct the individual to contact that company directly.

UW Whitewater Police

3. For scheduled or planned towing (such as event-related vehicle removals), UWWPD and Parking Services will utilize On-Time Towing directly, as they are the preferred and lowest-cost vendors. In these cases, Dispatch does not need to make the towing request.
4. When an officer takes a vehicle operator into physical custody for any reason, the vehicle is being towed, and there are other occupants in the vehicle, the officer shall attempt to make reasonable arrangements for the other occupants to reach their destination.
5. The disposition of the arrested person's vehicle after an arrest shall be documented in the officer's written report.

K. Parking Services keeps a file of Tow Slips (Appendix A) for vehicles removed, stored, or towed before August 31, 2023, which contains the information below. After September 1, 2023, Parking Service started using the "Tow Module" within AIMS parking software to store towing information.

1. Date and Time Vehicle Towed
2. Make and model of the towed vehicle
3. Registration plate number or VIN
4. Color of the vehicle
5. Permit and officer number
6. Location from which the vehicle was towed
7. Why (violation) for which it was towed
8. Towing service used
9. Visible damage before tow

L. Records of Vehicles Removed, Stored, or Towed:

1. Any time a vehicle is towed at the direction of UWWPD, the following information must be recorded.
 - a. Time
 - b. Date
 - c. Involved personnel
 - d. Reason for removal or tow
 - e. Charges pending
 - f. Towing service used
 - g. Location of the vehicle
 - h. Notification or attempted notification of the registered owner.
2. This information should be documented within the call for services in ProPhoenix by the UWWPD personnel who are directing the vehicle to be towed

V. Procedures – Booting

- A. Removal of Boots: When officers or CSOs receive a call, after hours, regarding a vehicle being booted, they will have the owner, or person in control and custody, of the vehicle meet them at UWWPD.

UW Whitewater Police

1. Owner/Operator will show officers proof of payment by showing their receipt. The total paid should match the boot slip.
2. Officers or CSOs will accompany the person to their vehicle and remove the boot.
3. Officers or CSOs will return the removed boot to the parking supervisor's office in the UWWPD to be returned to the parking vans.

B. If an officer has an articulable reason to place a boot on a vehicle for investigative purposes or criminal apprehension, an officer may do so with supervisor approval.

UW Whitewater Police

Appendix A (Copy of Tow/Boot Slip)

BOOT / TOW	
DATE: _____	TIME: _____ AM / PM
LICENSE PLATE: _____	STATE: _____
MAKE: _____	MODEL: _____
COLOR: _____	OFFICER: _____
LOCATION: _____	METERED STALL NO: _____
TOWING CO: _____	
VIOLATION	
<input type="checkbox"/> No Permit	<input type="checkbox"/> Excessive Fees
<input type="checkbox"/> Parked in Restricted Area	<input type="checkbox"/> Parked in Reserved Stall
<input type="checkbox"/> Other _____	
Visible Damage before Boot/Tow: _____ _____	
Balance Owed: _____ + _____ = _____	
UW-WHITEWATER PARKING SERVICES	
Original (Parking) Yellow (Towing Co) Pink (Violator)	

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Appendix B (Copy of Tow/Boot Alert Email)

FERO'S TOWING

TOW INFORMATION

Tow #:
Tow Date:
Location:
Reason:
Comments:
Tow Driver Name:

VEHICLE INFORMATION

Plate:
State:
Make:
Model:
Color:
VIN:
Year:
Reg. Expiry:

REGISTERED OWNER INFORMATION

Name
Address
City, State, Zip Code

TICKET INFORMATION

Issue Date:
Plate #:
Location:
Violation:
Balance:

UW Whitewater Police

Appendix C (Copy of Tow/Boot Letter)



University of Wisconsin
Whitewater

University Police Department
Parking Services

DMV Registered Owner Address
City, State, Zip Code

Name Address
City, State, Zip Code

NOTICE DATE:

Account #: xxxxxxx

Balance: \$

Dear Name,

Your vehicle was towed for being in violation of UW-Whitewater Parking regulations. The area you parked was closed for special event parking restrictions. Fees not paid within 60 days from issued date will be sent for DMV suspension or collections.

Tow #: Tow Date:

Tow Company:

Tow Contact:

Reason: Location: Vehicle:

Campus-wide email announcement was sent to all students and employees informing you of the parking restrictions for the weekend event. UW-Whitewater students or employees having guests on campus should pass along any event parking restrictions to their guests to avoid unwanted tickets and towing fees.

Barricades and signage were placed at each of the parking lot entrances stating when the lot will close. Vehicles need to be out of the lot before that time. Failure to comply will result in tickets and tows at the vehicle owner's expense.

Current students or employees are able to make payments online at www.uww.aimsparking.com, otherwise payment can be made with a credit card by calling 262-472-1011 during business hours, or making a check payable to UW-Whitewater Parking Services and mail to 826 W Starin Rd, Whitewater, WI 53190.

Your prompt attention to this matter would be greatly appreciated. Contact our office at 262-472-1011 if you have any questions.

Sincerely,

UW-Whitewater Parking Services

UW-Whitewater Parking Services * 826 W Starin Rd * Whitewater, WI 53190 * 262-472-1011

UW Whitewater Police

Appendix D (Screenshot of AIMS)

Account

Tickets

Permits

Vehicles

Adjudications

Boot/Tows

Boot/Tow Information

Location Information

(6) Tracker

Number **Associated Ticket Number**

Agency

Boot/Tow Date **Boot/Tow Time** **UnitID**

Case Number **Serial Number** **Stock Number**

Tow Driver Name

Issuing Badge **Status**

Comments **Company** **Reason**

Towed To

Meter **Block** **Direction**

Precinct **Location**

(6) Tracker
(0) Comments
(0) Attachments

(6) Tracker

Transaction	Credit	Debit	Posting Date	User	Terminal	Time Stamp	Comment
Issue Tow	\$0.00	\$0.00	10/27/2023 11:00 PM	AIMS_SYNC	UWWAPP	10/27/2023 11:03 PM	
Add Tow Conditions	\$0.00	\$0.00	10/27/2023 11:00 PM	AIMS_SYNC	UWWAPP	10/27/2023 11:03 PM	
Add Tow Reason	\$0.00	\$0.00	10/27/2023 11:00 PM	AIMS_SYNC	UWWAPP	10/27/2023 11:03 PM	Created Closed Lot (Event)
Add Tow Company	\$0.00	\$0.00	10/27/2023 11:00 PM	AIMS_SYNC	UWWAPP	10/27/2023 11:03 PM	Created Fero's Towing
Edit Tow Conditions	\$0.00	\$0.00	11/15/2023 01:59 PM	Lisa Miller	140.146.215.189	11/15/2023 01:59 PM	Created Closed Lot (Event)
Edit Tow Info	\$0.00	\$0.00	11/15/2023 01:59 PM	Lisa Miller	140.146.215.189	11/15/2023 01:59 PM	Status Edit: ACTIVE to NOT

Showing 1 to 6 of 6 entries