Illinois Commerce Commission Police Department

TASK LIST CHECKOFF SHEET

	Date Completed	FTO	Trainee

Task # 1 – **Legal Authority (Only in Cook, Will, DuPage, Kane, or Winnebago Counties)**

A. 625 ILCS 5/18a et seq.

B. 92 IL. Admin. Code 1710

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Task # 2 – **Operational Procedure**

A.

1. Confirm License Status

a. iRoadside

b. MCIS

c. ICC Processing Staff

d. Valid License Displayed

2. Inspection of Main Office

a. License posted (if applicable)

b. Signage

c. Consumer Rights Posted

d. Documentation storage

e. Storage lots

f. Preventions

1. Fire

2. Theft

3. Rodents

3. Reporting procedures

a. Required reports

1. Inspection Report Form

2. Photographs

3. Case file turned in

4. Enforcement procedures

a. Suspended/Revoked/None

1. Citation

a. Field Report

b. Investigation Report

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Task # 3 – **Consumer Complaint Procedure**

A.

1. Confirm License Status of Operator and Dispatcher

a. Check victim's allegation

b. Check if contract e-filed with ILCC

c. Check Signage/Posting on Property

d. Check if proper air miles

e. Check for proper PD notification

f. Check overall invoice

2. Citation

a. Investigation Report

b. Contact Consumer with Results

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