Training Task: Relocation Towing

Task # 7

I. Legal Authority (Only in Cook, Will, DuPage, Kane, or Winnebago Counties)

- **A. 625 ILCS 5/18a et seq.**
- **B. 92 IL. Admin. Code 1710**

II. 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

III. 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

I certify that I have been trained and demonstrated proficiency in the above Training/Task Topics:

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Probationary Officer Date

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Supervisor Review Date

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Field Training Officer Date