



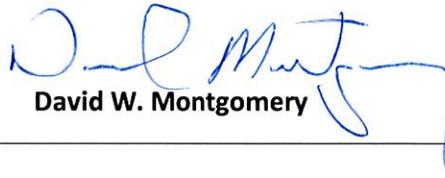
Policy &
Procedure

TOWING PROCEDURES

Supersedes: May 1, 2003

Date Approved: September 30, 2013

Approved:


David W. Montgomery

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PURPOSE: This policy and procedure has been developed and implemented to minimize damage to City vehicles and equipment that become stuck. Following these procedures will reduce damage, repair costs, down time, and operator time required to get the equipment to the shop. Tow truck operators are trained to do this type of work and have the expertise required. They are able to remove vehicles and equipment safely and efficiently.

PROCEDURE:

When City vehicles/equipment become stuck:

1. Vehicle operator shall contact his/her supervisor to inform of the situation.
2. Supervisor shall determine whether a tow truck is needed or if it is feasible and safe to pull the unit out with City equipment. This may require:
 - a. Visiting the scene; or
 - b. Calling Fleet Services at 218-730-4440.
3. If towing is deemed necessary, supervisor shall call towing company. Recommended companies shown below:
 - a. For heavy equipment, contact Lake City Towing at 218-722-7781
 - b. For smaller units (cars, light duty trucks, etc.), contact Duke's Towing at 218-722-8885
4. When using a towing service, supervisor must notify Fleet Services at 218-730-4440 or at fleetworkorder@duluthmn.gov within one business day to ensure billing is managed properly.