

Arrive and Secure the Scene

Lights on, then vest on, then out. The warning goes out before the person does.

PRE SHIFT

- ☐ High visibility vest
- ☐ Cones or triangles
- ☐ Flashlight
- ☐ Gloves
- ☐ Beacons tested
- ☐ Phone or camera charged
- ☐ Condition report forms

ON SCENE

- 1 Size up from the cab
- 2 Position to shield, upstream
- 3 Lights on, then vest on, then out
- 4 Cones or triangles deployed
- 5 Vehicle, traffic, where I stand
- 6 Dispatch notified, arrival time logged
- 7 Contact made, destination confirmed, bystanders clear

STOP AND CALL IT IN IF

- No shield position is available and traffic cannot be controlled.
- The officer in charge has not released the vehicle.
- Authorization on a private property tow cannot be confirmed.
- The ground will not carry the truck.

Inspect and Document

If it was not photographed, it did not happen.

PRE SHIFT

- ☐ Phone or camera charged
- ☐ Condition report forms
- ☐ Flashlight
- ☐ Pen that works in the rain

ON SCENE

- 1 Driver's door, counterclockwise
- 2 Four corners
- 3 Roof line
- 4 Every wheel
- 5 All existing damage
- 6 Interior through the glass
- 7 Leaks, unlocked doors, property
- 8 Drivetrain, roll and steer, ride height
- 9 T slots checked and marked
- 10 Customer initials on the report

STOP AND CALL IT IN IF

- Vehicle cannot be photographed because of position or light, and no alternative record exists.
- T slots are deformed or torn and no alternative rated attachment point can be identified.
- Drivetrain type cannot be confirmed and the manufacturer's instruction cannot be checked.
- Customer refuses to acknowledge documented pre existing damage. Escalate before hooking.

Attachment Points and Loading

Flush means rated. Not flush means not seated.

PRE SHIFT

- ☐ T hooks and fittings
- ☐ Ramps for low profile
- ☐ Flashlight with a usable beam
- ☐ Gloves
- ☐ Winch inspected, cable checked for damage

ON SCENE

- 1 Light along the rail and behind the cover
- 2 Structural steel confirmed
- 3 Insert, quarter turn, flush
- 4 Vehicle type matched to attachment
- 5 Manufacturer plate or manual checked
- 6 Deck tilted and grounded
- 7 Vehicle aligned straight
- 8 Snap zone clear
- 9 Winch smooth, operator at controls
- 10 Clearance checked, ramps if low

STOP AND CALL IT IN IF

- No structural attachment point can be confirmed.
- The T slot is deformed or torn from a previous tow.
- Frame rails are rust compromised at the hook point.
- The manufacturer prohibits the method available to you and no alternative is on hand.

Secure the Load and the Fifty Foot Rule

The winch line is a loading tool, not a tie down. Last on, first off.

PRE SHIFT

- ☐ Four straps inspected for cuts and fraying
- ☐ Ratchets working
- ☐ Safety chains
- ☐ Deck keyhole slots clear
- ☐ Winch cable inspected

ON SCENE

- 1 Four independent points
- 2 Strap over tire, keyhole hooked
- 3 Ratchet tight against rubber
- 4 Each point tensioned separately
- 5 Safety chains on
- 6 Tug test every strap
- 7 Winch line off last, no tension
- 8 Final 360, nothing dragging
- 9 Fifty foot roll and recheck
- 10 Destination, coverage, hook up time

STOP AND CALL IT IN IF

- Fewer than four independent points can be established.
- Any strap fails the tug test and cannot be re-tensioned.
- The winch line is carrying load after securement.
- A tie down point on the vehicle or the deck is damaged.

Unload and Place the Vehicle

You are not finished when you arrive. You are finished when it is on the ground and the record is closed.

PRE SHIFT

- ☐ Wheel chocks on the truck
- ☐ Winch inspected
- ☐ Camera charged
- ☐ Paperwork and pen

ON SCENE

- 1 Survey: level, firm, clearance
- 2 Plan the final spot first
- 3 Position for straight roll off
- 4 Winch line back on FIRST
- 5 Chains, then straps, last on first off
- 6 Tilt and ground the deck
- 7 Lower under winch control
- 8 Detach only when grounded and stable
- 9 Clear of traffic, fire lane, driveways, doors
- 10 Brake, transmission, chocks if slope
- 11 Four corner photographs
- 12 Keys, paperwork, signature, location told to the advisor

STOP AND CALL IT IN IF

- Drop site is not level or the surface will not carry the vehicle.
- No straight roll off is available.
- The winch line cannot be reattached before releasing securement.
- The final position would block a traffic lane, a fire lane, or an access route.

Customer Interaction and Professional Presence

Every tow you run is a public performance.

PRE SHIFT

- ☐ Business cards in the truck
- ☐ Clean vehicle, company name visible
- ☐ Vest
- ☐ Condition report forms
- ☐ Coverage information to hand

ON SCENE

- 1 Dispatch notified, time logged
- 2 Card, introduction, names
- 3 What is the concern, what else is it doing
- 4 Walk the condition report, take initials
- 5 Customer clear of danger
- 6 Talk them through each step
- 7 Destination confirmed
- 8 Coverage and out of pocket confirmed
- 9 Seat belt if riding
- 10 Signature, card, anything else I can do

STOP AND CALL IT IN IF

- Customer requests a destination the motor club has not approved. Stop and call it in.
- Customer asks for a diagnosis. Report observations only.
- Customer refuses to acknowledge documented pre existing damage. Escalate before hooking.
- Customer is impaired, hostile, or unwilling to leave the danger zone. Call it in before continuing.

Secondary Towing

The VIN is the vehicle. Nothing else is.

PRE SHIFT

- ☐ Job paperwork with VIN
- ☐ Means to settle release charges
- ☐ Camera charged
- ☐ Condition report forms

ON SCENE

- 1 Professional conduct at the yard
- 2 Release charges settled and receipted
- 3 VIN checked against paperwork BEFORE hookup
- 4 Full inspection, damage marked on the invoice
- 5 Photographs at pickup
- 6 Correct facility
- 7 Advisor told where the vehicle sits
- 8 Advisor signature obtained

STOP AND CALL IT IN IF

- VIN does not match the paperwork.
- Release charges cannot be settled and dispatch has not authorised an alternative.
- Damage is found that the holding yard disputes and refuses to acknowledge on the invoice.
- The destination facility is closed and no authorised drop procedure exists.

Accident Scene Towing

You are not in charge on this call. Knowing that is most of the skill.

PRE SHIFT

- ☐ Vest
- ☐ Gloves
- ☐ Flashlight
- ☐ Absorbent if carried
- ☐ Local agency procedures known in advance

ON SCENE

- 1 Radio down, phone away, slow to a stop
- 2 Find the safe zone before committing
- 3 Am I the first vehicle traffic sees? Then move
- 4 Contact police immediately
- 5 Identify the officer in charge
- 6 No hookup until released
- 7 Do not block first responders
- 8 Touch nothing, sweep nothing, clean nothing
- 9 Watch fluids, glass, metal, airbags
- 10 Plan the exit, no U turn

STOP AND CALL IT IN IF

- The officer in charge has not released the vehicle.
- Fire or ambulance crews are still working and your position would obstruct them.
- The scene is an active crime scene under investigation.
- No safe staging position exists.