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**POUND INTAKE STATION**  
**Standard Operating Procedures**  
**POUND SUPERVISOR/POUND ASSISTANT -**

**Purpose:** To establish a uniform process for the intake of impounded vehicles and to define the functions of the Pound Supervisor and Pound Assistant.

1.0 When a Tow Truck enters the Pound with an impounded vehicle, the Pound Assistant will enter the following information into the Intake Log Book:

- a. A 2-letter: VA (VT if TOPIS is down) 6-digit number, e.g., VA123456, b. Time,
- c. Make, d. Color, e. Plate, f. State, g. Precinct, h. Tow Truck #, i. Front or Rear Tow,
- j. Tow Operator's Name, k. Pound Assistant's Initials

1.1 The Pound Assistant will enter the Tow Operator's badge number into the first TOPIS screen.

1.2 The Pound Assistant will enter into the second TOPIS screen (entry date and time are pre entered): a. Tow Time b. Make c. Color d. Metal Plate e. Metal State

f. Sticker Plate (NY State only) g. Sticker State h. Special Vehicle: Diplomat=DPL, FEX=Fedex, GVT=US Government, MD/OFF=official, UPS i. Precinct.

**Note:** If TOPIS is down, the Pound Assistant will manually enter a VT number on a Vehicle Processing Record (Voucher), along with the Date and Time. The Tow Operator will complete the Voucher.

**Note:** When the Pound Assistant hits enter on the second screen, a Vehicle Processing Record (Voucher) is printed with the aforementioned data. In addition, a bar-coded label, bearing voucher number, date, plate, make and color, is generated. The label is to be affixed to the windshield of the impounded vehicle. In the event that the label machine is down, the Voucher number will be chalked on the vehicle.

2.0 The Pound Supervisor and/or Pound Assistants will inspect the interiors of all towed vehicles, including glove compartments and trunk if accessible, as they arrive at the Intake Station.

2.1 The Pound Supervisor or Pound Assistant under the observation and direction of the Pound Supervisor will remove and voucher all property before the vehicle is "dropped" and the Vehicle Processing Record completed.

2.2 Items to be removed if visible in locked vehicles or found in opened vehicle are secured in the property locker.

Binoculars	Electrical Equipment	Toll tokens/coupons
Cameras	Cash/Checks over \$1.00	Watches
Radios (unmounted)	Calculators	Jewelry
Passports	Small Televisions sets	Briefcases
Official Placards/Permits	Travelers Checks	Bank/checkbooks
Charge Cards	Personal ID cards	Official shields/badges
Tool sets	All Foreign Currency	

Any items deemed valuable by the Pound Supervisor. The exact contents of wallets, pocketbooks and briefcases must be itemized on the voucher.

2.3 Items to be left in an impounded vehicle.

Suitcases	Magazines	Oversized Appliances
Cash under \$1.00	Clothing/shoes	Food
Books	Sealed paper or plastic bags	Personal papers
Eye glasses	Athletic Equipment (bats, balls, etc.)	Taxi Meters
Loose Tools	Unopened, unmarked boxes	Umbrellas

2.3 Any property left in a vehicle must be noted on the Vehicle Processing Record (Voucher).

2.4 Contraband

All contraband items: guns, knives, substances that appear to be narcotics, etc., found in an impounded vehicle must not be touched.

2.5 a The Pound Supervisor will notify NYPD 10th Precinct.

b Redemption will be delayed until NYPD arrives.

2.6 a The vehicle will be parked in an area visible and close to the Pound Supervisor Station.

b The contraband will be vouchered.

2.7 NYPD will sign the T-108 Property Voucher and provide Precinct Complaint (61) and Property Voucher numbers.

2.8 The Pound Supervisor will complete an Incident Report. Copies of the report, along with copies of the Tow Operator's memo, the Tow Voucher, the Field Inspection Report, and the Personal Property Voucher will be distributed as follows:

- a) Commanding Officer, Parking Enforcement District
- b) Commanding Officer, P.E.D., Towing Operations
- c) Commanding Officer, Manhattan Towing
- d) I.C.O., T-108
- e) Original documents filed in Operations.

2.9 Fraudulent/altered official parking permits & placards will be given to the T-108 Integrity Control Officer.

3.0 The Pound Supervisor or Pound Assistant will review The Voucher and the Field Inspection Report (FIR) for completeness and accuracy. Anytime a vehicle is entered the Pound Supervisor will note the entry and inspection in the Comments Section of the Voucher and the FIR, and in all cases sign it.

4.0 The Pound Supervisor or Pound Assistant will accept all claims of damage reported by the motorists or owners of impound vehicles.

4.1 The Pound Supervisor or Pound Assistant will inspect the vehicle to determine if the damage is tow related.

4.2 The motorist's claim will be entered in the Damage Claim Log as follows:

a. Damage Claim Number: Sequential number beginning with 001 on January 01- Calendar Year (#001-99) b. Date c. Voucher # d. Vehicle Make e. Plate f. State g. Tow Truck # h. Badge # i. Driver j. Remarks: description of damaged claimed by motorist, description of damage seen by Pound Supervisor or Pound Assistant k. Signature of the Pound Supervisor or Pound Assistant.

4.3 The Damage Claim number will be entered at the bottom of the Voucher, along with the description of the damage claimed.

4.4 The Voucher and the Field Inspection Report will be copied and forwarded to the Commanding Officer's Administrative Unit to be filed under Damage Claims.

4.5 The claimant will be given a Damage Claim Package, consisting of:

a. Property Damage Information Sheet b. a sheet from the Office of the Comptroller of the City of New York explaining requirements and procedures c. Automobile Property Damage Form.

5.0 The Pound Assistant (when a Traffic Enforcement Agent III) will reconnect linkages.

5.1 The Pound Assistant may assist the motorist by jump-starting a vehicle, and opening jammed car doors.

5.2 When flatbed private tow trucks come for disabled redeemed vehicles, the TEA III Pound Assistant will tow the vehicle to a place that can accommodate retrieval by the flatbed truck operator.

6.0 The Pound Assistant will be called upon to cover the Center Arm where redeemed vehicles are stopped for a review of the Redemption Receipt and exited in TOPIS.

6.1 The Redemption Receipt will be reviewed for a vehicle description match and a current date.

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