



Transportation and Parking Services

**Boot and Tow Administrative Policy and Procedures**

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Approved By:

B. Hoffer Milam, Executive Vice President

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Responsible Official:

John Wise, AVP Hospitality & Auxiliary Services

Related Policies:

n/a

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**1. Purpose**

- a. To provide guidelines for booting and towing vehicles parked on property owned by Wake Forest University (WFU) that are in violation of the WFU Parking Rules and Regulations.

**2. Definitions**

- a. Booting - To disable a vehicle by attaching a vehicle immobilizer, commonly referred to as a "boot"/wheel-lock or Barnacle/windshield immobilizer.
- b. Scofflaw - One who habitually violates parking rules and regulations or fails to respond to notifications and citations. A habitual violator is one who has been issued 12 or more citations within a single fiscal year (July 1 – June 30), whether or not the violator pays all fines or charges associated with the citations.

**3. Booting**

- a. Before a boot is installed, prior notification/warning will be given to the registered driver or placed on the vehicle to be booted that several violations have occurred. These notifications are intended to allow the vehicle operator to correct improper parking behavior and contact Transportation and Parking Services.
- b. Vehicle registered with Transportation and Parking Services:



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- i. 10<sup>th</sup> Citation – Boot warning issued
- ii. 11<sup>th</sup> Citation – Vehicle booted
  - 1. Driver signs boot release form and is advised vehicle will be towed upon receiving the next citation.
  - 2. \$100 WFU boot fine imposed, plus a Barnacle immobilizer release fee of \$35
- iii. 12<sup>th</sup> Citation – Vehicle towed
  - 1. Driver signs release form
  - 2. \$125 WFU Tow Administrative charge plus towing company fees.
- iv. Subsequent Academic Year
  - 1. 4<sup>th</sup> Citation – Boot Warning
  - 2. 5<sup>th</sup> Citation- Vehicle booted
    - a. Driver signs boot release form and is advised vehicle will be towed upon receiving the next citation.
    - b. \$100 WFU boot fine imposed, plus Barnacle immobilizer release fee of \$35.
  - 3. 6<sup>th</sup> Citation (and any further citations thereafter)– Vehicle towed
    - a. Driver signs release form.
    - b. \$125 WFU Tow Administrative charge plus towing company fees.
- c. Vehicle not-registered with Transportation and Parking Services
  - i. 1<sup>st</sup> No Registration Citation – Warning
  - ii. 2<sup>nd</sup> No registration Citation - \$50
  - iii. 3<sup>rd</sup> No Registration Citation - \$75 and boot warning
  - iv. 4<sup>th</sup> Citation - Vehicle booted
    - 1. Driver signs boot release form and is advised vehicle will be towed upon receiving the next citation.
    - 2. \$100 WFU boot fine imposed, plus Barnacle immobilizer release fee of \$35.
  - v. 5<sup>th</sup> Citation (if vehicle remains unregistered) – Vehicle towed
    - 1. Driver signs release form.
    - 2. \$125 WFU Tow Administrative charge plus towing company fees.
- d. Vehicle registered (non-student), but associated with four (4) unpaid citations
  - i. 4<sup>th</sup> Citation – Boot warning issued



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- ii. 5<sup>th</sup> Citation – Vehicle booted
  - 1. Driver signs boot release form and is advised vehicle will be towed upon receiving the next citation.
  - 2. \$100 WFU boot fine imposed, plus a Barnacle immobilizer release fee of \$35.
- iii. 6<sup>th</sup> Citation – Vehicle towed
  - 1. Driver signs release form.
  - 2. \$125 WFU Tow Administrative charge plus towing company fees.

#### **4. Vehicle Recovery / Boot Removal**

- a. Follow instructions placed on vehicle for release or contact Transportation and Parking Services, Monday thru Thursday between 8:30 a.m. – 4:30 p.m. and Friday 8:30 a.m. – 3:00 p.m. A Release Authorization Form is required to be signed once a boot is removed.
- b. Authorized operator must present to Transportation and Parking Services a photo ID, proof of vehicle ownership and WFU ID (if applicable).
- c. Student operator
  - i. Student citations and associated boot fees will be paid automatically through their student account.
- d. Faculty or Staff operator
  - i. Faculty and staff citations must be paid in full. Check, credit card and money orders are the only forms of payment accepted.
- e. Non-WFU Employee operator
  - i. Visit Transportation and Parking Services Mon – Thurs. from 8:30 a.m. – 4:30 p.m. and Friday 8:30 a.m. – 3:00 p.m. Non-WFU employees must pay all outstanding citations. Check, credit card and money orders are the only forms of payment accepted.
- f. In the event the entire balance is not paid, the operator has the option to set up a payment plan using the Payment Plan Request Form. The form states a certain amount has to be paid by a certain day every month until the balance is paid.



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- g. After Hours Vehicle Recovery / Boot Removal
  - i. An operator seeking to recover their vehicle outside the above-stated hours will be required to wait until the following business day, unless an after-hours enforcement officer is on duty.

#### **5. Towing**

- a. Any one or more of the following acts or omissions will subject a person to having their vehicle towed at the owner's expense:
  - i. When parked on a traveled portion of a street, parking lot or drive.
  - ii. When parked in a handicap space without a valid, state authorized handicap placard displayed and/or the person the placard is issued to is not present,
  - iii. Vehicle blocking access to a fire hydrant or located in a fire lane
  - iv. Vehicle blocking a trash dumpster,
  - v. When parked in any space or area for which a notice is posted that states that towing is enforced,
  - vi. Any infraction of the WFU Parking Rules and Regulations if the vehicle is operated by a scofflaw. If the vehicle is determined by WFU to be "derelict" under North Carolina General Statutes 20-137.7 (4) (see Appendix A).
  - vii. If the vehicle has been booted and its operator has not contacted Transportation and Parking Services after 48-hours.
  - viii. When the operator's vehicle is parked in Reynolda Village customer parking lots, unless pursuant to an Off-Campus permit and parked in the student/faculty/staff lot located across the bridge in the Northwest corner of Reynolda Village. Parking is permitted in Reynolda Village customer lots for a limited time (up to 3 hours) when the vehicle's operator is shopping in Reynolda Village.
  - ix. When the operator's vehicle is not properly registered with the Transportation and Parking Services office; is in violation of any North Carolina vehicle registration law; has an altered vehicle ID or license; is reported stolen; or is used in a crime or "abandoned" as defined by North Carolina General Statutes 20-137.7(1) (see Appendix A).



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- b. Booted or towed vehicles that are abandoned will be disposed of, and all fees relating to the booting, towing, and/or disposal of the vehicle will be due and payable by the owner/operator to the party, whether the University, a wrecker service, or another third party, that incurred the fee(s).
- c. Unless there are extenuating circumstances that require the vehicle to be towed immediately, Transportation and Parking Services authorization is required before towing a vehicle based on one of the conditions described above in section (a). Vehicles towed by University Police do not require authorization or owner notification.
- d. A visual vehicle inspection will be conducted, identifying and documenting any existing vehicle damage and visible vehicle contents, before a vehicle is towed. "Documenting" may, but need not, include photographing the vehicle and/or visible contents. Additionally, the WFU Police Department may be notified when a vehicle is towed.
- e. All vehicles that have been towed from WFU-owned property will be removed to Venable's Wrecker Service and stored at 5640 Shattalon Drive, Winston-Salem, NC 27105. The telephone number for Venable's is 336-661-6005. Vehicles may be released during business hours of 7:30 am-5:00 pm, Monday-Friday. Vehicles will not be released by Venable's Wrecker Service until the following are satisfied:
  - i. Pay \$125 WFU Tow Administrative Charge at Transportation and Parking Services (Alumni Hall, Room 138).
  - ii. Complete vehicle release form after paying Tow Administrative Charge.
  - iii. Make arrangements to pay tow fees accumulated with Venable's and pick-up vehicle.

After 5 pm, vehicles will only be released for emergency circumstances by calling 336-721-0101. The owner/operator will be responsible for Venable's "After Hours Emergency" service fees and all of Venable's towing and storage fees.

- f. The operator's transportation to the towing company's lot must be arranged by the vehicle owner/operator.



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- g. Transportation and Parking Services will make a reasonable effort to notify the owner before a vehicle is towed, but is under no obligation to contact the owner of a vehicle at the time it is towed.

#### **6. Towed Vehicle Recovery/Payment**

- a. In addition to all WFU-imposed fines and charges, the owner/operator of a towed vehicle is responsible for payment of all towing and storage fees charged by Venable's Wrecker Service.

#### **7. Appeals Process**

- a. The owner/operator of a vehicle booted or towed in accordance with this Policy may appeal such actions in accordance with article IV of the WFU Parking Rules and Regulations (see Appendix B).



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**APPENDIX A**

**N.C.G.S §20-137.7 Definitions of words and phrases.**

The following words and phrases when used in this Part shall for the purpose of this Part have the meaning respectively prescribed to them in this Part, except in those instances where the context clearly indicates a different meaning:

- (1) “Abandoned vehicle” means a motor vehicle that has remained illegally on private or public property for a period of more than 10 days without the consent of the owner or person in control of the property.
- (2) [intentionally omitted]
- (3) [intentionally omitted]
- (4) “Derelict vehicle” means a motor vehicle:
  - a. Whose certificate of registration has expired and the registered and legal owner no longer resides at the address listed on the last certificate of registration on record with the North Carolina Department of Transportation; or
  - b. Whose major parts have been removed so as to render the vehicle inoperable and incapable of passing inspection as required under existing standards; or
  - c. Whose manufacturer's serial plates, vehicle identification numbers, license number plates and any other means of identification have been removed so as to nullify efforts to locate or identify the registered and legal owner; or
  - d. Whose registered and legal owner of record disclaims ownership or releases his rights thereto; or
  - e. Which is more than 12 years old and does not bear a current license as required by the Department.
- (5)-(10) [intentionally omitted]



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#### APPENDIX B Parking Rules and Regulations

##### Article IV — Appeals

4.1 All first level appeals must be filed on-line at [http:// wfuparking.t2hosted.com](http://wfuparking.t2hosted.com) or from the Transportation and Parking Services website <http://parking.wfu.edu>. The appeal must be completed 14 calendar days from the date which appears on the citation or the appeal will not be accepted. The citation issuance date is not counted as the first day of the 14-calendar day appeal period. A person must have readily available the citation number and vehicle plate number before an on-line appeal can be filed.

Individual appeals must be filed for each citation being appealed. An explanation is required for each citation appealed.

4.2 The appeals officer is appointed by the Transportation and Parking Services Advisory Committee. The appeals officer, a nonpartisan University agent with no relation to parking enforcement authorities, will review the written appeal and may grant or deny the appeal. Notification of the appeal decision will be communicated via email. Appellants can also check the status of their appeal on their parking account, online. Transportation and Parking Services staff does not take part in the appeal decisions; therefore they cannot explain the appeals officer's reasoning for approving or denying appeals and the appeals officer name remains anonymous. If you disagree with the decision, then you must file the second level of appeals within 7 calendar days of receiving the first level decision.

4.3 It is the duty of the Transportation and Parking Services Advisory Committee to review 2nd level appeals. The Transportation and Parking Services Advisory Committee will meet regularly during the academic year for appeal consideration. These meetings are not open for public attendance and the appellant will not appear in front of the Advisory Committee. Second level appeals must be submitted on-line within 7 days of the first level appeal decision.

4.4 Graduating, transferring or terminating students obtaining citations after being cleared by the University, must pay the citation(s) if an appeal is not immediately possible. The student will be allowed to appeal the following semester. If the appeals officer or Transportation and Parking Services Advisory Committee rules in the appellant's favor, monies paid will be refunded.

***All decisions of the Transportation and Parking Services Advisory Committee shall be final.***