

Explanation of Statuses on Abandoned Vehicles Portal

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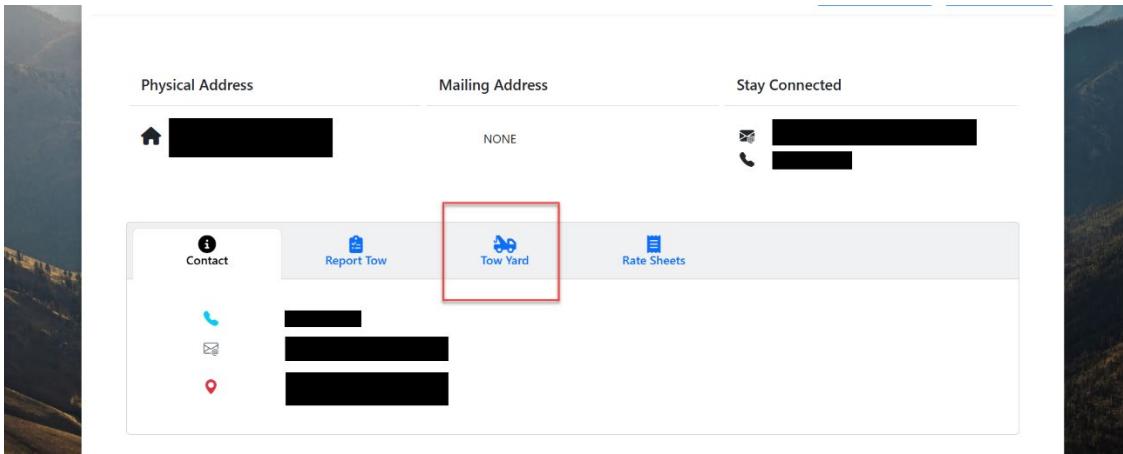
1. Introduction

1.1 Purpose

This guide will explain the various statuses on the abandoned vehicle portal.

2. Statuses

You can review and monitor the status of your tow records in the "Tow Yard" tab.



Status	Definition
Tow Reported	The Tow has been reported in the portal, but owners have not been confirmed yet.
Tow Confirmed	The tow has been confirmed. If Owners and lienholders were found the information is available in the Tow Yard.
In Progress	The first notification has been sent and the "30 day clock" to claim the vehicle has started.
Tow Hearing Requested	A hearing with law enforcement has been requested to determine if the tow was permissible.
Tow Hearing Resolved	The hearing was completed, and the determination was in Law Enforcement's favor. The owner is responsible for the tow charges.
LE Owes Tow Fees	The hearing was completed, and the determination was in the owner's favor. The Law Enforcement entity that authorized the tow is responsible for the tow charges.
Opposition Filed	Owner has filed a declaration of opposition with the department. This means they intend to take civil action against tow company.

Court Filing Received	The department has received a civil court filing against the tow company. The abandoned vehicle process will be paused until the court process is resolved.
Awaiting Final Disposition	The 30 days to claim the vehicle has elapsed. The department is waiting for the tow company to request a junk certificate or a title.
Claimed	The owner has paid the tow fees and reclaims their vehicle. This can happen at any time throughout the process.
Cancelled	Tow Company reported tow in error, and the record was cancelled by the department.
Final Disposition: Junked	The vehicle has remained unclaimed for 30 days and the tow company has applied for a junk certificate in the tow company's name.
Final Disposition: Titled	The vehicle has remained unclaimed for 30 days and the tow company has applied for a title in the tow company's name.
Stolen	This vehicle has been reported stolen, the tow company need to contact law enforcement to follow up on the stolen report.