

ILO Administration for B.C. Towing and Recovery Operators



Section 1 Module 3

Intake Requirements & Handling Vehicles on Arrival

Opening Narration

Narrator:

In this module, we'll walk through what happens the moment an impounded vehicle arrives at your lot.

A clean, accurate intake process protects your business, ensures compliance with the Motor Vehicle Act, and prevents disputes with vehicle owners, peace officers, insurance companies, or RoadSafetyBC.

By the end of this lesson, you'll understand how to properly document an impound, what paperwork to retain, how to record vehicle condition, and what to do when special situations arise—such as police seizures or investigative holds.

Lesson 1 — Receiving an Impounded Vehicle

Narrator:

Every impound begins at the moment the tow truck delivers the vehicle to your lot. The intake process must be consistent, accurate, and well-documented.

Here are your immediate responsibilities:

1. Retain the Notice of Impoundment (MV2721)

This form is issued at the roadside by the peace officer and accompanies the vehicle when it arrives.

Your lot must keep this form on file. It is your **primary legal record** of the impound.

Peace Officer	<ul style="list-style-type: none">• Issues a Notice of Impoundment (MV2721) to the driver of the motor vehicle.• Contacts impound lot operator and requests service at location.
Impound Lot Operator	<ul style="list-style-type: none">• Dispatches a tow truck to location as soon as possible.
Peace Officer	<ul style="list-style-type: none">• Provides a copy of the Notice of Impoundment to the tow truck driver.
Impound Lot Operator (Tow Truck Driver)	<ul style="list-style-type: none">• Records the condition of vehicle including any damage.• Tows the vehicle to the impound lot using the most direct route.
Impound Lot Operator	<ul style="list-style-type: none">• Retains copy of the Notice of Impoundment and supporting documentation.
Peace Officer	<ul style="list-style-type: none">• Faxes a copy of the Notice of Impoundment (MV2721) to RoadSafetyBC

2. Verify and Document Vehicle Information

You should confirm and record:

- License plate number
- VIN
- Make, model, and colour
- Date and exact time of arrival
- Impound duration (3, 7, 30, or 60 days)
- Type of impoundment (Behavioural, WARN, FAIL)
- Tow operator and truck identification

These details will become part of your case file and may be required later for disposal or Refuse to Issue applications.

3. Record the Vehicle's Condition

Narrator:

Documenting the vehicle's condition upon arrival is one of your most important tasks.

Record:

- Exterior condition (dents, scratches, collision damage)
- Interior condition (odours, damage, missing parts)
- Odometer reading (if visible)
- Whether keys were provided
- Condition of wheels, tires, and glass
- Any aftermarket additions or missing components

Take **clear digital photos** from multiple angles.

These will support disposal valuation, damage disputes, and evidence for RSBC.

Version 7 specifically requires detailed condition documentation when valuation may differ from book value, especially in disposal cases.

(See Version 7, p.11)

Lesson 2 — Handling Paperwork and Documentation

1. Maintain All Documentation in an Organized Intake File

Each impound should have a file that includes:

- MV2721 Notice of Impoundment
- Your internal intake records
- Photos and damage notes
- Any correspondence with RSBC
- Copies of warrants or investigative holds (if applicable)

This file will follow the vehicle through its entire lifecycle—release, disposal, or RTI.

2. Understanding Prescribed Rates

Although we cover invoicing in a later lesson, it's important to note here that:

- All towing, storage, admin, and surcharge fees must follow the **Lien on Impounded Motor Vehicle Regulation**, as mandated in Version 7 (p.2–3).

Recording the correct intake time ensures accurate storage calculations.

Lesson 3 — Access to Personal Property (Overview)

(This topic is expanded more fully in Module 4, but this brief overview appears here as part of intake readiness.)

Narrator:

Under Section 251.6 of the Motor Vehicle Act, vehicle owners—or individuals authorized by the owner—must be given reasonable access to retrieve **personal possessions**, so long as those possessions are not permanently attached to the vehicle.

Version 7 reiterates this requirement (p.6).

As the ILO, you may require:

- Proper identification
- Proof of ownership
- Authorization from the registered owner

The specific policies regarding down payments or access fees will be clarified in Module 4.

Lesson 4 — Special Circumstances: Police Seizures & Investigations

Narrator:

Sometimes peace officers will seize a vehicle for investigative purposes *after* it has already been impounded.

Version 7 provides clear steps for these situations (p.7).

If the police present a warrant to seize the vehicle:

The ILO must:

1. **Record the peace officer's name and badge number** on the Vehicle Impound Invoice.
2. **Attach a copy of the warrant** to your internal file.
3. **Record the vehicle's VI number** on the copy of the warrant.
4. **Fax a copy of the warrant** to RoadSafetyBC at 250-356-6544.

Important:

The ILO cannot charge the owner or RoadSafetyBC for any towing or storage fees during the period of police seizure.

If the vehicle is later returned:

Record the return on the warrant copy and fax it again to RSBC.

This ensures RSBC can accurately track timelines and determine eligibility for disposal or RTI.

Lesson 5 — Chain of Custody Best Practices

Narrator:

At intake, maintaining proper chain of custody is essential for legal and administrative integrity.

Best practices include:

- Logging every transfer of possession
- Documenting when police, bailiffs, or authorized persons access the vehicle
- Securing vehicles in designated, monitored areas
- Maintaining a timestamped log of all interactions
- Ensuring photos are dated and stored in retrievable archives

These practices protect the ILO from disputes or liability claims.

Lesson 6 — What Intake Errors Can Cause

Narrator:

These common mistakes can cause major administrative problems:

- Incorrect intake times → leads to billing errors
- Missing MV2721 → invalidates the intake record
- Poor photo documentation → slows disposal approvals

- Failing to log damage → invites disputes
- Misidentifying impound type → may cause wrongful release or refusal of RTI

A disciplined intake process prevents these issues.

Lesson 7 — Module 3 Summary

Narrator:

To recap, a proper intake includes:

- Retaining the Notice of Impoundment
- Accurately recording vehicle information
- Thoroughly documenting vehicle condition with photos
- Organizing all paperwork into a case file
- Following police seizure procedures when applicable
- Maintaining chain of custody
- Preparing for access requests to personal property

These steps set the stage for everything that follows—invoice accuracy, release procedures, disposal timelines, and compliance with RSBC’s administrative requirements.

End of Module 3 — Knowledge Check (Optional)

1. What document must accompany every impounded vehicle at intake?
2. Why are digital photos important during intake?
3. If a police officer seizes an impounded vehicle with a warrant, what must the ILO do?
4. Which Motor Vehicle Act section establishes the right to retrieve personal possessions?
5. Why is chain of custody important?