1. What do I need to retrieve my vehicle?
Proof of ownership and proper identification.

2. What is proof of ownership?
A current title or registration or valid, vehicle specific insurance card.

3. What is proper identification?
A valid state-issued driver's license or identification card, military ID or passport. A driver's license is required for the release of any vehicle. If the customer does not have a driver's license, then he or she must be accompanied by a person that does.

4. What are the Tow Lot hours?
The facility is open Monday through Friday from 8:00am until 6:00pm and Saturday from 8:00am until noon. Phone service is available Monday through Friday from 9:00am until 5:00pm and Saturday from 8:00am until noon. The facility is closed and there is no phone service on holidays.

5. How much does it cost to retrieve my vehicle?
A $105 vehicle reclamation fee plus a storage fee of $20 per day, assessed at midnight, must be paid.

6. **Do I have to pay the towing and storage fees before I can pick up my vehicle?**
Yes, accumulated towing and storage fees must be paid before a vehicle can be retrieved.

7. What types of payments are accepted?
Cash, Visa or MasterCard, money order or cashier's check.

8. How long do I have to retrieve my vehicle?
Vehicles may be crushed after 15 days from the date of tow.

9. Can I have someone else pick-up my vehicle?
Yes. That person must have a properly notarized letter from the registered owner stating the VIN and the person the vehicle is being released to.

10. Can I remove personal items?
Yes. If you remove personal items without making a payment arrangement, the vehicle may be immediately sold or recycled.

11. How many people can go to a vehicle?
One person per day. This may be the owner or a person authorized by the owner.

12. What if my vehicle is inoperable?
The owner must arrange for a private tow to have the vehicle towed off the lot.

13. What if I need a private tow?
The owner must formally release the vehicle to a specific tow company by notifying the cashier and signing the appropriate paper work.

14. Are there requirements for towing contractors?
They must be properly licensed, insured and have safe, applicable equipment.

15. Can I perform work on the lot?

No mechanical work of any kind is allowed on the Tow Lot.

16. What if I need a locksmith?

The locksmith must use a vehicle with their business name clearly displayed and possess a valid driver's license.

17. What if I do not want my vehicle?

The title may be signed over to the City of Milwaukee. The customer must pay the towing and storage fees up to the date of the title turn-in or you will be invoiced for $295. A title turn-in does NOT waive any tickets or citations against the plates or liens on the vehicle.

18. What if my vehicle is in evidence?

Information regarding an evidence vehicle will not be disclosed. Please contact the Milwaukee Police Department at (414) 935-7360 to obtain all information. If a vehicle is in evidence, it may not be viewed, photographed or have its contents disturbed.

19. What if my vehicle needs a jump-start?

We will be happy to attempt to jump-start your vehicle. If it is unsuccessful, the vehicle must be privately towed from the premises.

20. What if the vehicle's owner is deceased?

A vehicle may only be released to a titled owner or authorized agent, lien holder or by court mandate.

21. What if my vehicle was towed as unregistered?

The vehicle must be registered before it is released. The Tow Lot provides registration and can issue new plates when appropriate. Specialty and temporary plates are not available.

22. Can I pay my parking tickets?

Yes.

23. What about signed over titles?

You must title the vehicle in your name prior to release. The Tow Lot can provide this service in most instances.

24. How does my insurance company pick up my vehicle?

The owner must release the vehicle to an insurance company by a properly notarized letter or by signing a release form at the Tow Lot.

25. Can I buy a Night Parking Permit at the Tow Lot?

Yes.

26. If my vehicle is towed as an unsafe vehicle, can I get it out?

Yes. A private tow is required.

27. What will happen if I abandon my vehicle?

You are responsible for any towing and storage fees.

28. If there is damage to my vehicle, how do I file a complaint?

Notify the customer service representative and fill out the complaint form. Take the complaint form to the walk-in center located at 951 North James Lovell Street, Room 205 (7th and State) or send a letter directly to the City Clerk, located at 200 East Wells St., Room 205, Milwaukee, WI 53202.