



CITY OF CHICAGO
OFFICE OF INSPECTOR GENERAL

20
26

Audit of the Department of Streets and Sanitation's Administration of Auto Pounds

August 26, 2026

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Acronyms

CPD	Chicago Police Department
DOF	Department of Finance
DOL	Department of Law
DSS	Department of Streets and Sanitation
EAR	Environmental Auto Removal
IT	Information Technology
LEADS	Law Enforcement Agencies Data System
MCC	Municipal Code of Chicago
OIG	Office of Inspector General
URS	United Road Services
URT	United Road Towing
VIP	Vehicle Impoundment Program

I | Executive Summary

The City of Chicago Office of Inspector General (OIG) conducted an audit of the Department of Streets and Sanitation's (DSS) administration of auto pounds. The audit directly observed pound operations from December 2023 through October 2024, and reviewed records from calendar years 2022 and 2023.

The objectives of OIG's audit were to determine whether DSS minimizes inconsistency in services, customer hardship, and vehicle damage, maintains accurate and up-to-date vehicle inventories, and assesses and collects complete and accurate customer charges.

A | Conclusion

Management of the City's impoundment operations with inconsistencies between DSS- and contractor-managed pound operations and little written guidance has created burdens for customers seeking to retrieve their vehicles. DSS and its contractor could improve vehicle storage and security to reduce the risk of damage and theft. DSS relies on paper records to process impoundments and retrievals; digital impoundment records were incomplete at the time of OIG's audit. Moreover, DSS does not clearly communicate to customers the required documentation, payment methods, or prerequisite steps needed to retrieve a vehicle. This contributes to a confusing and frustrating customer experience.

B | Findings

DSS contracts out the majority of its auto pound operations to a third party, United Road Towing (URT). OIG found that DSS and its contractor's impoundment operations expose vehicles to the risk of damage and theft. DSS does not monitor damage claims against its contractor, limiting URT's incentive to respond in good faith to such claims.

DSS' program administration has also led to incomplete digital impoundment records and a complex vehicle retrieval process for the customer. DSS lacks documented policies and procedures for the City's auto pounds and relies heavily on paper-based processes and records management. This has created a complex vehicle retrieval process that does not provide clear guidance to customers. The contractor's pound management information technology (IT) system did not interface with DSS's own system at the time of OIG's audit. DSS reports the IT system now interfaces with DSS' own system and has for the last year. DSS's digital impoundment records are unreliable, such that it was unclear whether 15% of a randomly selected sample of vehicles had been redeemed, disposed of, or remained impounded. Lastly, the pounds do not always assess and collect the correct towing and storage fees.

C | Recommendations

OIG recommends that DSS take steps to ensure that the contractor complies with its contract requirements relating to maintaining pound security, protecting vehicles from damage, acting in good faith on claims of vehicle damage, and utilizing an inventory system that interfaces with the City's IT systems.

OIG also recommends that DSS standardize pound policies and procedures related to safely moving and storing vehicles, the documentation customers must provide to retrieve a vehicle, processing loss or damage claims, and properly closing impoundment records. As part of its planned IT system upgrades, DSS should ensure that any IT system used by the contractor provides DSS immediate access to the information it needs for its operations, including automatically notifying the Chicago Police Department (CPD) of vehicle impoundments, calculating customer fees, and clearly reflecting vehicle dispositions. DSS should also consolidate customer-facing vehicle retrieval information into an accurate and easy-to-understand central source. Lastly, DSS should coordinate with the Department of Finance (DOF) and its payment contractor to ensure that payment policies at the pounds match current DOF policies and that customers are charged consistently and correctly when retrieving vehicles. Notably, many of these same recommendations were issued to DSS in a 1992 Department of Revenue report on the City's auto pounds.

D | DSS Response

In response to OIG's audit findings and recommendations, DSS stated that it has completed a technological interface between the vendor's system and the City's system. Furthermore, DSS stated it will,

- review security measures and document protocols to deter theft, trespassing, property damage, and vandalism;
- review policies and procedures related to the avoidance of damage to vehicles and identify opportunities to improve them;
- ensure the contractor submits monthly reports of claims and review the reports periodically to ensure compliance with contractual requirements;
- will ensure pound procedures and customer-facing materials reflect current practices;
- will coordinate with DOF to ensure payment and vehicle-redemption requirements are consistent between the departments, documented, and communicated to customers;
- work with DOF to apply storage fees appropriately and consistently;
- coordinate with relevant departments to consolidate impoundment information into a single, centralized website;
- explore, with other relevant departments, opportunities to modify and streamline the customer's experience of vehicle retrieval procedures.

The specific recommendations related to each finding, and DSS's response, are described in the "Findings and Recommendations" section of this report.

II | Background

The Municipal Code of Chicago (MCC) authorizes both the Department of Streets and Sanitation (DSS) and the Chicago Police Department (CPD) to impound motor vehicles and manage the City's auto pounds.¹ The City is authorized to impound vehicles for various reasons, including parking violations, unpaid vehicle tickets, abandonment, and a number of other MCC offenses.

OIG acknowledges that 17 months elapsed between the conclusion of fact-finding, which took place from December 2023 to October 2024, and the delivery of a draft of this report to DSS. DSS reports that it made improvements to the auto pounds program during that time which are not reflected in OIG's assessment. The findings reported herein relate specifically to the period of OIG's inquiry, and OIG has noted in the text below where DSS states that it has made improvements. OIG appreciates the proactive efforts made by DSS and will assess the efficacy of these program updates against its recommendations in its regular follow-up to this report.

A | The City's Auto Pounds

The City impounds approximately 81,000 vehicles per year.² It maintains a total of eight auto pound operations—generally identified by number—at five auto pound locations. As Figure 1 shows, management of pound operations is divided among CPD, DSS, and DSS's towing and pound management contractor, United Road Towing (URT).³

¹ Municipal Code of Chicago § 9-92-010 and -020.

² Based on 2023 impoundments. See Figure 3 on page 9.

³ City of Chicago, "Contract Number 34921," June 1, 2016, accessed March 6, 2026, <https://webapps1.chicago.gov/vcsearch/city/contracts/34921>.

Figure 1: DSS Contracts Operations at the Sacramento and Doty Pounds to URT but Operates the Central and O'Hare Pounds In-House

Pound Location	Number ⁴	Operator	Characteristic of Towed Vehicles
Doty Auto Pound 10301 Doty Ave.	#1S	CPD	Under police investigation
	#2	URT	Parking violations, unpaid fines, and other offenses
	#3S	URT	Abandoned
Sacramento Auto Pound 701 N Sacramento Ave.	#3N	URT	Abandoned
	#6	URT	Parking violations, unpaid fines, and other offenses
Central Auto Pound 500 E Wacker Dr. (Lower Level)	N/A	DSS	Parking violations in the Central Business District ⁵
O'Hare Auto Pound 10000 Bessie Coleman Dr.	N/A	DSS	Parking violations, unpaid fines, and other offenses at O'Hare Airport
CPD Auto Pound 5555 W. Grand Ave.	#4	CPD	Under police investigation

Source: DSS. The City does not currently have a pound #5.



A barrier of empty shipping containers encircles the pound yard at Doty. Source: OIG photo.

The pounds vary in size and features. DSS directly operates Central, which is staffed with City employees. It runs beneath and is partially sheltered by Wacker Drive. Doty is a large, outdoor yard of 45 acres, operated by URT under contract with DSS and staffed by URT employees. Sacramento, also operated by URT, is smaller at 12 acres and is partially bounded by railroad tracks to its north and south. At each pound, customers interact with staff via service windows inside a small trailer.⁶

⁴ The numbers identifying the pounds were assigned at a time when the City managed more pound locations than it does now. Since those operations have been consolidated into the five locations above, the pound numbers now identify particular operations within each pound. For example, #3N services abandoned vehicles and #6 services other impoundable offenses, but both "pounds" are located at 701 N. Sacramento Ave. and are virtually indistinguishable from the customer's perspective. Therefore, this audit report identifies each "pound" by location (i.e., "Central," "Sacramento," and "Doty") rather than number.

⁵ MCC § 9-4-010 defines "Central Business District" as the downtown area defined by Division Street from Lake Michigan west to LaSalle Street, Chicago Avenue from LaSalle Street west to Halsted Street, Halsted Street south to Roosevelt Road, and Roosevelt Road east to Lake Michigan. MCC § 9-4-010 also clarifies that the Central Business District includes the parking spaces on both sides of each of the named streets.

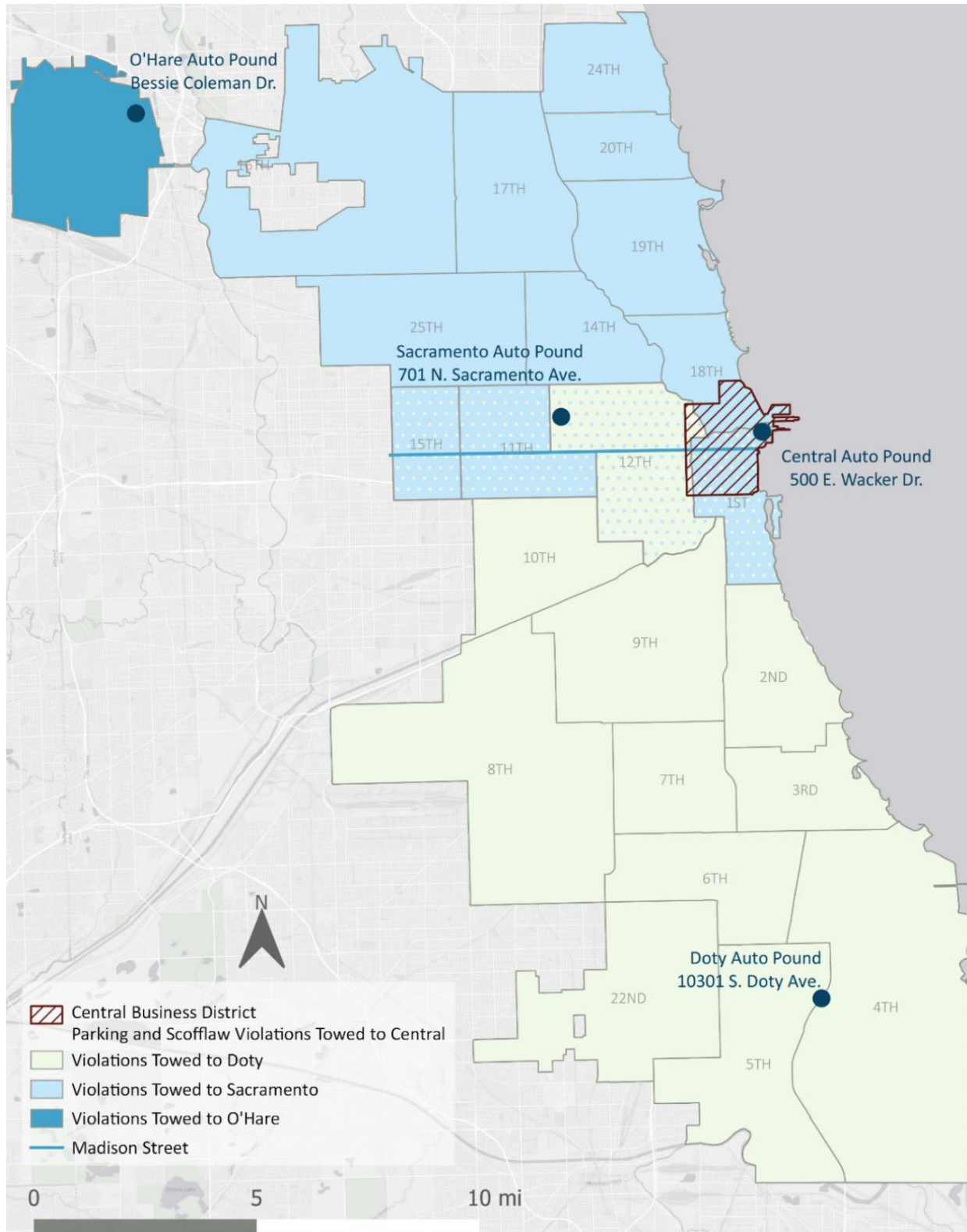
⁶ This audit focuses on operations at Central, Doty, and Sacramento performed by DSS and URT, as described in the Objectives, Scope, and Methodology section of this report. The audit does not include operations at the O'Hare auto pound owing to a very low number of impoundments there, nor auto pound operations managed by CPD.

Where a vehicle is impounded depends, in part, on the location from which it is towed. Most impoundments from the North Side of the city are towed to Sacramento and most South Side impoundments are towed to Doty. Parking violations in the Central Business District are towed to Central. However, DSS's towing and impoundment contract with URT does not clearly define the geographical areas associated with the various pound locations. The contract defines the Doty and Sacramento service area by police districts, but also by using Madison Street as a north/south dividing line. The contract is unclear as to where tow trucks are to take vehicles towed from police districts that straddle the dividing line of Madison Street. Further, the contract references three police districts that no longer exist because they have been consolidated into other districts with new boundaries (Districts 13, 21, and 23). These conflicting instructions are illustrated by the dotted areas in Figure 2.



Impounded vehicles at the Central auto pound are stored in a relatively compact space beneath Wacker Drive. Source: OIG photo.

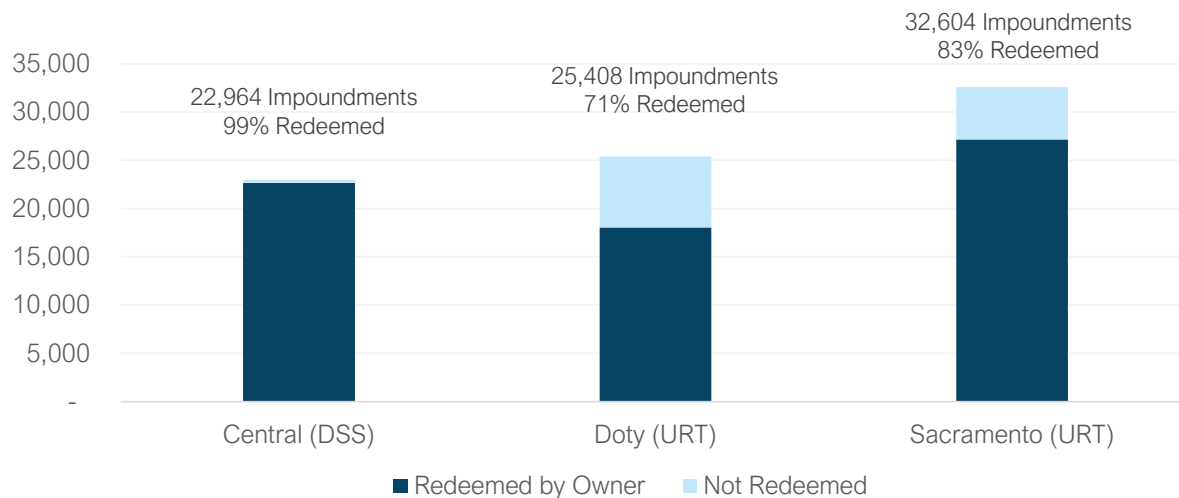
Figure 2: DSS's Pound Management Contract Does Not Clearly Address Where Vehicles in Centrally-Located Police Districts Should be Towed.



Source: OIG map based on DSS's towing and pound management contract with URT.

The vast majority of impounded vehicles go to Central, Doty, and Sacramento. Each location takes in hundreds of cars per week.⁷ As shown in Figure 3, owners redeem their vehicles (i.e., pay the charges to release them from impoundment) more often from Central than from Doty or Sacramento. While the data in Figure 3 generally reflects pound operations, its accuracy may be compromised by shortcomings in recordkeeping.⁸

Figure 3: 72% of Vehicles Impounded in 2023 Went to the URT-Operated Doty or Sacramento Pounds



Source: DSS and URT data. DSS stated that many non-operational vehicles—such as abandoned vehicles—are impounded at Doty and Sacramento but not at Central, which may explain much of the redemption disparity between the pounds.

B | DSS Program and Records Management

DSS's Bureau of Traffic Services manages the impoundment program and holds the MCC-defined responsibility to store all vehicles safely.⁹ DSS manages URT's contract to operate Doty and Sacramento. The contract contains vehicle security, documentation, and customer service requirements.¹⁰ DSS determines the amount to pay URT by reconciling and approving the impoundments reported on URT's monthly invoices.

DSS also directly staffs and operates Central.¹¹ This pound receives only tows resulting from parking violations in the Central Business District. DSS staff document vehicles arriving at this pound, move the vehicles for storage, calculate towing and storage fees, and verify documentation from customers retrieving vehicles. Only DSS trucks tow vehicles to Central, while Doty and Sacramento receive vehicles towed by URT and its subcontractors.

⁷ The O'Hare auto pound, by contrast, impounded only 50 vehicles in all of 2023.

⁸ OIG obtained Figure 3's impoundment totals for Sacramento and Doty from URT's internal database, Tow Plus, because DSS's aggregate program totals do not separate impoundments by pound. However, these yearly totals did not match the combined totals that URT reported monthly to DSS. The discrepancy between URT's internal database and its monthly reports affects the data's reliability for reporting purposes.

⁹ MCC § 9-92-060(a).

¹⁰ City of Chicago, "Contract Number 34921," June 1, 2016, p. 80-108, accessed March 6, 2026, <https://webapps1.chicago.gov/vcsearch/city/contracts/34921>.

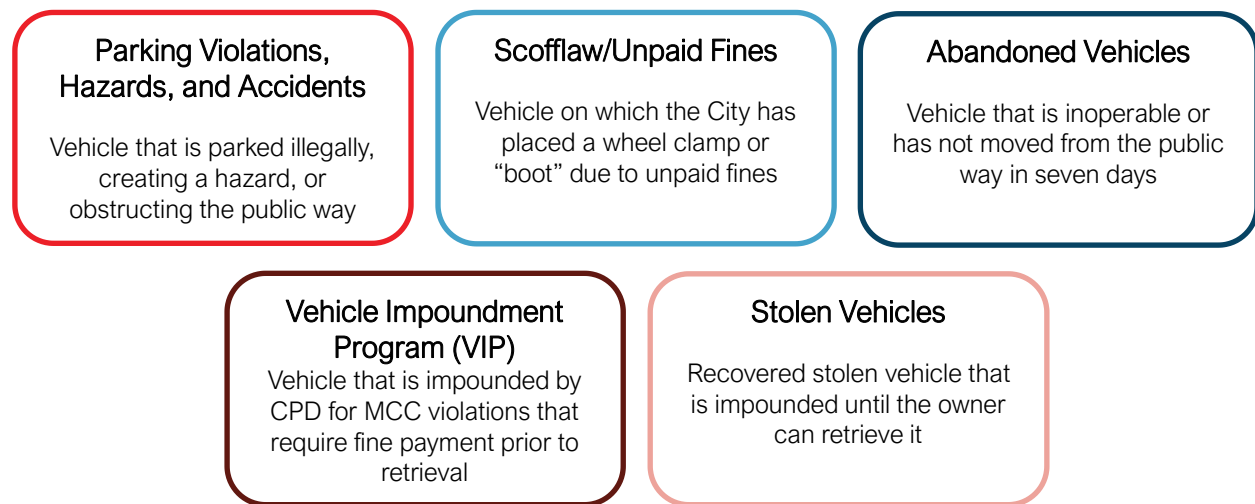
¹¹ DSS staffs the O'Hare auto pound as well, which sees far fewer impoundments and is not included in this audit's scope.

DSS is required to maintain “an accurate record of each tow” which would include records from each of the pounds.¹² The Department also must notify vehicle owners, via mail, when the City impounds a vehicle or intends to dispose of an unclaimed vehicle.¹³ To meet these requirements, DSS processes paper records of every impoundment at its main auto pound office at 2045 W. Washington Blvd.¹⁴

C | Pound Processes

The reason a vehicle is towed affects how and where it is impounded. Figure 4 shows five distinct reasons for which a vehicle may be towed and impounded.

Figure 4: DSS Oversees Five Different Types of Impoundments



Source: DSS and MCC § 9-92-030. OIG notes that DSS uses different, operationally-focused terminology to refer to tow types, such as “immediate tows” that include both illegally-parked and scofflaw vehicles. OIG has grouped these based on the action that led to the impoundment.

Figure 5 illustrates how to retrieve a vehicle depending on the reason it was impounded.

¹² MCC § 9-92-060(b).

¹³ MCC § 9-92-070(a).

¹⁴ Finding 2 provides more detail on how DSS collects and uses its paper records.

Figure 5: Under the Terms of the City Contract, the Vehicle Retrieval Process Requires Customers to Go to Different Locations and Follow Different Procedures, Depending on How DSS Classifies the Impoundment

Customer Action	VIP	Stolen Vehicle	Abandoned Vehicles	Scofflaw/Unpaid Fines	Parking Violations
Pay fine at 400 W Superior	✓				
Obtain stolen vehicle report from CPD		✓			
Determine pound location	Sacramento or Doty	Sacramento, or Doty	Sacramento or Doty	Sacramento or Doty	Sacramento, Doty, or Central
Resolve unpaid parking or traffic fines with DOF cashier				✓	
Provide proof of ownership or permission to retrieve vehicle	✓	✓	✓	✓	✓
Pay towing and storage fees	✓		✓	✓	✓



Steps prior to the pound

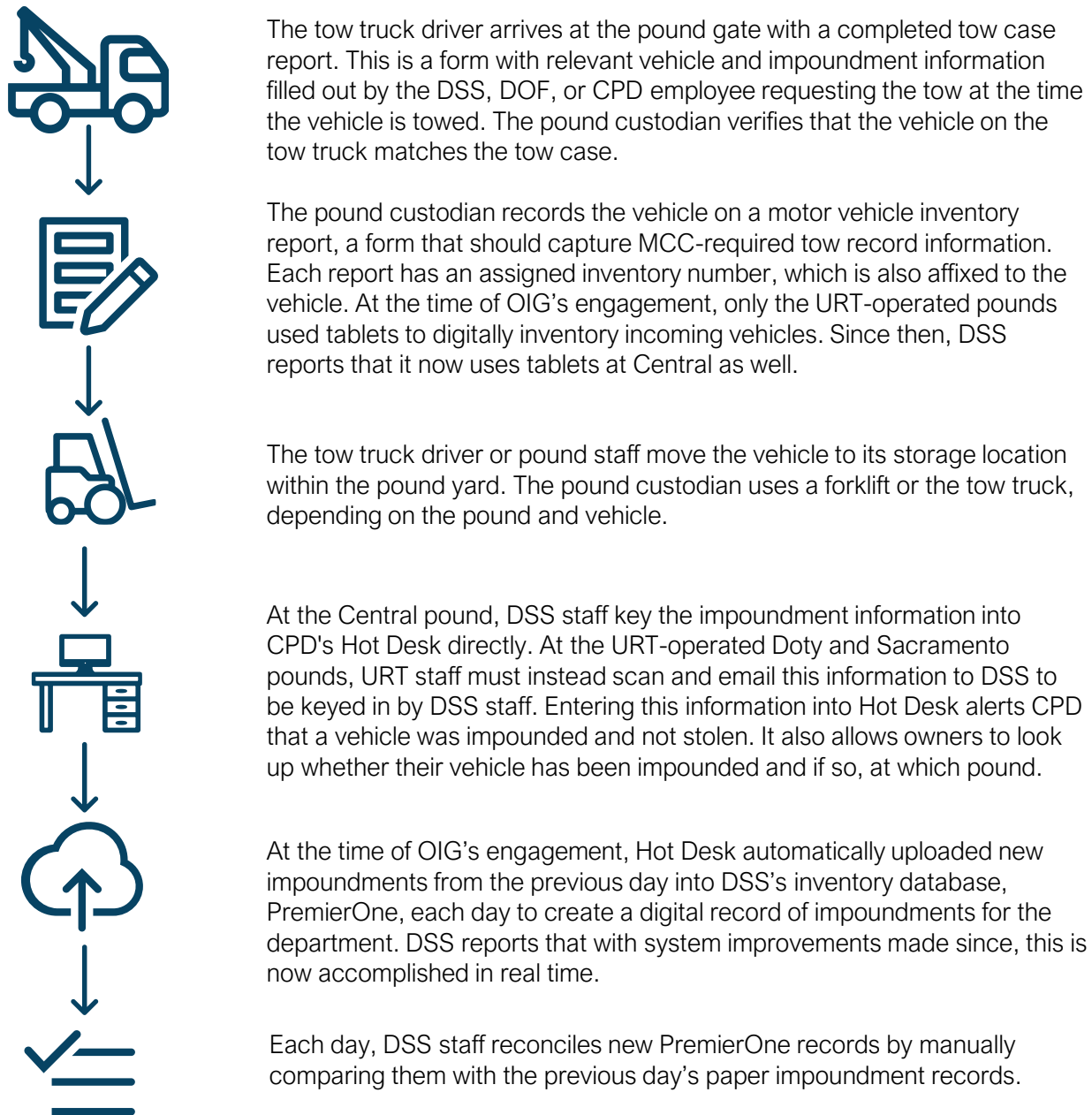


Steps at the pound

Source: OIG visualization of DSS information and process observations.

Regardless of the type of impoundment, staff take the same general steps to document the arrival of a vehicle at any of these three pounds, as described in Figure 6.

Figure 6: Vehicle Intake Is Generally the Same Across the Three Pounds



Source: OIG visualization of information from pound observations and DSS and URT documentation. Examples of the tow case and motor vehicle inventory reports are included in Appendix A and B.

To retrieve their vehicle, a customer follows the general steps shown in Figure 7.

Figure 7: Vehicle Retrievals Follow Several General Steps, but Some Impoundment Types Raise Additional Customer Hurdles



The customer determines whether their vehicle was impounded and where it was towed. This can be done through 311 (the City's service request call center), direct calls to the pounds, or the City-run Find Your Vehicle webpage. If towed under the Vehicle Impoundment Program (VIP), the owner must first pay fees in-person at 400 W. Superior.



Once at the pound, the customer provides the desk clerk at a service window with the license plate number or vehicle identification number to find the impoundment record.



The customer provides documentation to demonstrate their ownership of the vehicle or eligibility to retrieve it.



Desk clerks input towing and storage fees onto a DSS receipt based on length of impoundment. The URT-operated pounds use Tow Plus to automatically calculate fees, but fees at Central are manually calculated.



The desk clerk fills out a yard pass, which gives the customer permission to enter the pound yard and physically retrieve their vehicle. This form is given to the customer along with the Amount Due form, a notification of the owner's right to an administrative hearing, and a copy of the impoundment record.



At a separate window, the customer gives the cashier the impoundment documentation provided by the desk clerk. The cashier ensures that the information on the Amount Due form matches the impoundment record.



Once verified, the cashier creates a unique record for the transaction within the Department of Finance's (DOF) point-of-sale system and accepts the customer's payment for the towing and storage fees. The cashier records payment on the Amount Due form and gives the customer a receipt from the point-of-sale system along with their impoundment documentation.



The customer shows their approved yard pass to the pound custodian to access the yard and retrieve their vehicle. As the customer drives to the pound exit, the pound custodian ensures the vehicle matches the information on the yard pass.

Source: OIG visualization of information gathered from OIG's direct observations of pound operations and related DSS and Department of Finance (DOF) documentation.

If an owner does not retrieve their impounded vehicle within 18 days (or 21 days in the case of unpaid fine, i.e., “boot” impoundments), the City is authorized to dispose of it, so long as the City has sent notice of the pending disposal to the vehicle owner. DSS’s standard notice mistakenly notifies customers that they have 15 days to claim their vehicle; however, DSS stated that in practice, it holds vehicles for over 30 days. DSS sends this disposal notice in a separate mailing on the same day as the notice of impoundment.

An owner who wants to challenge the validity of their vehicle’s impoundment is entitled to a hearing at the Department of Administrative Hearings. Owners can schedule hearings before or after retrieving their vehicles. Staff at the DSS-operated Central have the capability to schedule these hearings directly from the pound, but staff at the URT pounds must instead call DSS to schedule hearings. If a vehicle owner successfully challenges an impoundment, they can, as applicable, either retrieve their car for no charge or receive reimbursement for paid fees.

D | Program History

DSS assumed responsibility for the City’s auto pounds in 1991. Prior to that, impoundment and pound operations were exclusively the responsibility of CPD. In 1992, at the request of DSS, the City issued a report detailing pound procedures and recommending improvements.¹⁵ That report recognized several issues at the pounds, including:

- Damage to and theft from vehicles;
- Inadequate security fencing and lighting;
- Non-City personnel allowed to roam the pound yards unescorted;
- No segregation of the duties to calculate fees and collect payments;
- Differences in the amounts of recorded cash receipts between pound and bank records;
- No live, perpetual inventory of vehicles and no matching of vehicle records to CPD records, leading to inaccurate vehicle counts;¹⁶
- Vehicles destroyed in error; and
- No computerized accounts receivable system, allowing a contractor to underpay the City by \$570,375.

To address these and related issues, the report’s recommendations included:

- Improving pound revenue reconciliation processes and segregating collection duties;
- Collecting outstanding parking ticket fines on impounded vehicles;
- Matching documentation for each tow and impoundment to ensure that impoundments are properly closed out;
- Documenting the condition of vehicles at intake with high-quality photographs;
- Completing planned physical improvements to the pound sites, such as installing security lighting and new trailers;

¹⁵ City of Chicago Department of Revenue, “Department of Revenue Report of the City of Chicago Auto Pounds,” October 26, 1992.

¹⁶ According to Investopedia, “A perpetual inventory system is a computerized system that continuously records inventory changes in real-time, thereby reducing or eliminating the need for physical inventory checks.” Investopedia, “Perpetual Inventory System: Definition, Pros & Cons, and Examples,” September 5, 2024, accessed March 6, 2026, <https://www.investopedia.com/terms/p/perpetualinventory.asp>.

- Escorting non-City personnel while in the pound yards; DSS reported to OIG that it began following this practice in 1992 following the report, but discontinued it in 1994 due to assaults on its employees.
- Implementing a computerized accounts receivable system to ensure accurate payments from the contractor; and
- Implementing a computerized cashing and inventory system to create a live, perpetual inventory of vehicles currently in the pounds, automatically process receipts for all payments, and maintain accurate tow and impoundment records through case closure.¹⁷

The City's contractual relationship with URT and its affiliate companies began in 1989, with the City's first private towing contract. The contract was awarded to an entity named Environmental Auto Removal, Inc. (EAR) just days after the company's formation. EAR was later acquired by URT's parent company, United Road Services (URS). In 1997, the City expanded this relationship by contracting with EAR to operate Doty and Sacramento, along with a pound located at 4008 S. Ashland Avenue that has since closed. Business affiliates EAR, URT, and URS have held the City's towing and impoundment contracts ever since. As illustrated in Figure 8, the total value of these contracts has amounted to over \$223 million. URT filed for bankruptcy protection in 2017 but continued to do business thereafter.¹⁸

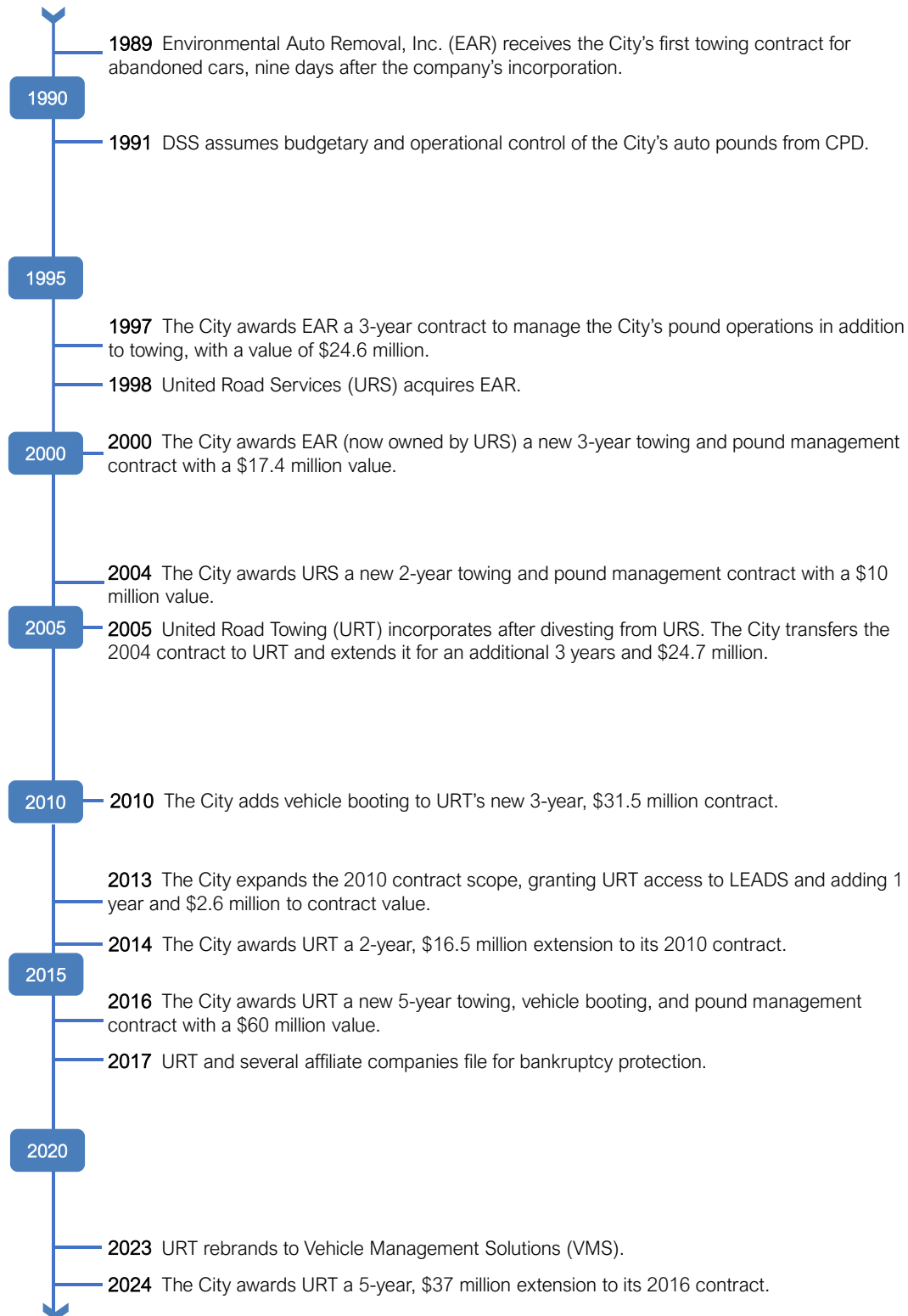
Over time, changes to the MCC have modified pound operations. For example, as discussed in Finding 2, infractions have been added to and removed from the list of impoundable offenses under the Vehicle Impoundment Program (VIP). And in April 2022, City Council passed an ordinance waiving towing and impoundment storage fees for stolen or hijacked vehicles.¹⁹

¹⁷ As discussed in the Findings, by the time of OIG's 2024 audit engagement, DSS had implemented some corrective actions in response to the 1992 report, but had not addressed all of its recommendations.

¹⁸ In March 2023, URT rebranded, changing its name to Vehicle Management Solutions. Because the City's impoundment contract is with United Road Towing rather than Vehicle Management Solutions, this audit report refers to the contractor as URT.

¹⁹ City of Chicago, Municipal Code, § 9-92-080 (v).

Figure 8: The City Has Awarded URT and its Affiliates Over \$223 Million in Contracts to Operate City Auto Pounds



Source: OIG visualization of DSS contracts and URT business filings.

E | Program Finances and Revenue

Customers pay towing and storage fees to retrieve their vehicles from the auto pounds. At the time of the audit, the towing fee was fixed at \$150, or \$250 for vehicles weighing over 8,000 pounds. The storage fee was \$25 for each calendar day the vehicle was present at the pound, or \$50 per calendar day for vehicles weighing over 8,000 pounds. In December 2025, the City increased the towing fee to \$250, or \$350 for vehicles over 8,000 pounds, and the storage fee to \$50 per day, or \$100 per day for vehicles over 8,000 pounds. The auto pounds collect additional fees where certain MCC violations lead to impoundments. These range from \$500 to \$2,000, depending on the violation. In 2023, DSS reported collecting \$19.2 million in impoundment fees across the three pounds.

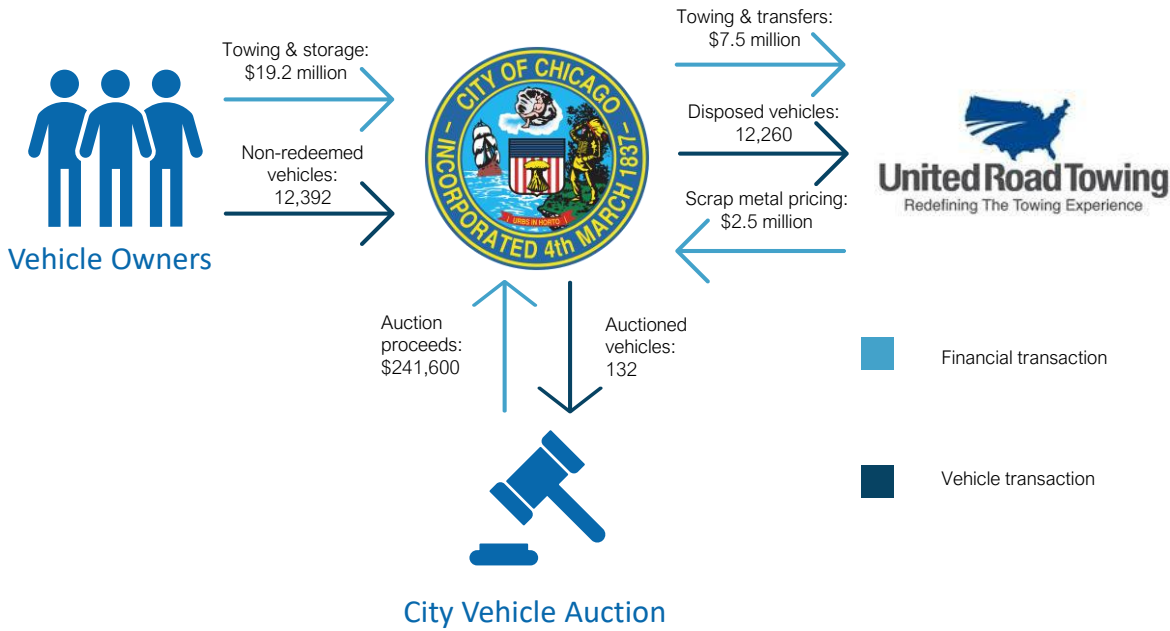
When a customer does not retrieve their vehicle and, thus, the City does not collect fees, it may still collect revenue by disposing of the vehicle in one of two ways:

- **Auction:** The City sells unclaimed vehicles from Central, as well as unclaimed vehicles from the URT-operated pounds that are valued at more than \$10,000, at auction. In 2023, the City reported selling 132 unclaimed vehicles for a total of \$241,600.
- **Sale to Contractor:** The City sells unclaimed vehicles from URT-operated pounds valued under \$10,000 to URT for 42% of their scrap metal value.²⁰ DSS reports the City sold 12,260 vehicles to URT in 2023 for a total of \$2.5 million.

Most payments to URT are based on a flat rate. In 2023, the City paid URT \$133.21 per impounded vehicle, or \$172.14 if the vehicle weighed over 8,000 pounds. That year the City paid URT a total of \$7.5 million. Figure 9 shows payments and vehicle transfers involving the public, the City, and URT in 2023.

²⁰ Per the City's agreement with URT, this is defined by the monthly scrap prices posted by industry bulletin Iron Age. Since the execution of URT's contract, Iron Age's scrap price bulletin has been replaced by Fastmarkets. See <https://www.fastmarkets.com/scrap-price-bulletin-is-part-of-fastmarkets/>, accessed March 6, 2026.

Figure 9: In 2023, the City Collected \$19.2 Million in Towing and Storage Fees, \$2.5 Million for Vehicles Sold to URT, and \$241,600 for Auctioned Vehicles



Source: OIG visualization based on DSS revenue and expense reports.

III | Objectives, Scope, and Methodology

A | Objectives

The objectives of the audit were to determine whether DSS,

- minimizes inconsistency in services, customer hardship, and vehicle damage at the City's auto pounds;
- maintains accurate and up-to-date vehicle inventories; and
- assesses and collects complete and accurate customer charges.

B | Scope

This audit focused on DSS's administration of the City's auto pound program. This included both the Department's direct management of the City-operated Central pound and its oversight of the City's contract with URT, the contractor that operates Sacramento and Doty. The scope did not include the O'Hare auto pound—which is an outlier compared to the other three locations, comprising only 0.06% of all impoundments in 2023—nor CPD-managed impoundment operations such as those at a facility at 5555 W. Grand Ave that is used for criminal investigations. The scope also excluded DSS's vehicle towing operations. OIG audited the accuracy and timeliness of DSS's MCC-required vehicle inventory records and its calculation of towing and storage fees for impounded vehicles during calendar years 2022 and 2023. OIG's site visits to observe pound operations in person occurred in 2024.

C | Methodology

To understand program requirements, OIG reviewed the relevant portions of the MCC, the City's auto pounds contract with URT and its amendments, and the DOF-administered cashiering contract with SP Plus.

To assess regular operations at the auto pounds, OIG visited Central, Sacramento, and Doty to observe operations, as well as the O'Hare pound to observe back-end inventory procedures that support the other pounds. OIG also observed operations at DSS program offices at 2045 W. Washington Blvd. During these visits and in subsequent follow-ups, OIG interviewed DSS and URT pound staff and management, as well as staff from SP Plus, DOF's cashiering contractor. To understand how other departments engage with and support auto pound operations, OIG interviewed staff from DOF and the Department of Law (DOL).

OIG also reviewed program documentation, including prior reviews, program webpages, contractor payment details, and relevant lawsuits, as well as the most recent version of URT's standard operating procedures, updated in 2012.

To understand customer experiences of the impoundment process, OIG solicited direct public feedback through flyers posted at each pound. OIG also interviewed a small number of pound customers to better understand their experiences and observed the vehicle retrieval steps required for some impoundment violations at the City's Central Hearing Facility. Lastly, OIG staff retrieved an impounded vehicle from Sacramento, following the normal customer channel for doing so.

To assess how DSS and URT process complaints of vehicle damage, OIG collected all pound-related damage claims filed against these entities in 2022 and 2023. OIG reviewed and coded each claim by the dispositions the entities recommended.

To assess how DSS manages the pounds' vehicle inventories, OIG reviewed the PremierOne vehicle management database. OIG drew a random sample of 385 impoundments, stratified by pound location, from the population of 144,074 inventory numbers in the audit's scope. OIG retrieved paper impoundment records for each sampled impoundment from DSS. OIG compared the paper records to PremierOne to assess completeness and consistency, and reviewed both sets of records to determine whether they contained the information required by MCC § 9-92-060. To assess the timeliness of inventory entries, OIG also compared the time of impoundment on the sampled paper inventory records to the time of entry in CPD's Hot Desk database. Rather than extrapolate the results of its sample to the full impoundment population, OIG has reported the error rate for each type of error within the assessed sample. This avoids the increased risk of error associated with making multiple comparisons using the same sample; in other words, the error rate for each individual variable cannot be reliably extrapolated to the full population.

To assess the accuracy of payment records, OIG calculated the fees due from each customer in the sampled impoundments, based on towing and storage time documented on motor vehicle inventory reports and Amount Due forms. OIG then compared these figures to the amounts charged by DSS and collected by DOF, as documented in payment receipts.

D | Standards

OIG conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that OIG plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for its findings and conclusions based on its audit objectives. OIG believes that the evidence obtained provides a reasonable basis for its findings and conclusions based on its audit objectives.

E | Authority and Role

The authority to perform this audit is established in MCC § 2-56-030, which states that OIG has the power and duty to review the programs of City government in order to identify any inefficiencies, waste, and potential for misconduct, and to promote economy, efficiency, effectiveness, and integrity in the administration of City programs and operations.

The role of OIG is to review City operations and make recommendations for improvement.

City management is responsible for establishing and maintaining processes to ensure that City programs operate economically, efficiently, effectively, and with integrity.

IV | Findings and Recommendations

Finding #1: DSS and URT could improve vehicle storage and security to reduce the risk of damage and theft.

DSS uses a contract with URT to address many of its MCC-required responsibilities to safely store impounded vehicles.²¹ More than 70% of the vehicles impounded by the City in 2023 went to URT-operated pounds, and per the contract, URT must “take necessary steps for maintaining, managing, and operating the Impound Facilities such that all Vehicles . . . are also appropriately stored, secured and can be returned to the Owner in accordance with all applicable laws and ordinances.”²²

However, URT does not always take steps to fully protect vehicles against damage, ensure pound security, or provide assurance that it processes claims of vehicle damage in good faith. Without ensuring that URT meets these requirements, DSS cannot meet its own MCC-required duties to safely store impounded vehicles at Doty and Sacramento. Due to Central’s smaller size—meaning stored vehicles are under closer observation—this is a smaller risk at Central.

Many of the issues discussed in detail below stem from a lack of operational procedures. DSS does not maintain a procedures manual to standardize pound operations and ensure they adhere to contract requirements. DSS stated that its operations manual has not been used or updated since 2005, and that it instead relies on supervisors to train new staff. While URT has its own written standard operating procedures, they have not been updated since 2012, despite important operational changes since that time, such as the contractor’s adoption of the Tow Plus information technology (IT) system. URT reported to OIG that it has only one physical copy of the procedures and that it does not rely on them or use them to train staff.

As a recipient of over \$200 million in City contracts, URT and its affiliates have benefitted and continue to benefit from its operation of the auto pounds. The issues below address areas in which DSS could hold URT more accountable to the terms of these contracts.

A | URT’s Vehicle Movement and Storage Practices Risk Damage to Vehicles

The City’s contract with URT states, “. . . Contractor must take all precautions to avoid damage or injury to persons or property, including City property, any towed Vehicle and any personal property

²¹ City of Chicago, Municipal Code, § 9-92-060 (a).

²² City of Chicago, “Contract Number 34921,” 85, June 1, 2016, accessed March 6, 2026, <https://webapps1.chicago.gov/vcsearch/city/contracts/34921>. Requirements regarding the “appropriate” storage of vehicles is included in the City’s contract with URT and described on the next page of this report.

in the Vehicle.”²³ Yet URT-operated pounds transport and park vehicles in a manner that may expose them to the risk of damage.

URT Has Not Standardized its Use of Forklifts Within the Yard

URT uses both forklifts and flatbed trucks to move vehicles within the pound yards. After a tow truck delivers a vehicle to Doty or Sacramento, URT typically uses a forklift to transport the vehicle to its storage space. DSS stated that using forklifts to move vehicles within the pound is an industry best practice. Nevertheless, it still poses the risk of damage to some vehicles. For example, URT stated that it uses flatbed tow trucks to move all-wheel drive and certain “nicer and newer” vehicles because they can be damaged by forklifts. In these cases, the trucks unload vehicles directly into their storage spaces, without a forklift. However, what constitutes “nicer and newer” is left to the discretion of pound staff. Similarly, URT’s 2012 procedures manual states, “Some vehicles cannot be safely moved by a forklift, i.e. Chargers, Rav 4’s Excursions, 300 M’s, Jettas and cars with ground effects as well as big pieces . . . [and] boats and motorcycles.” The manual also contains a section on forklift maintenance, but not on safe forklift operation at the pounds.



A forklift at Doty has elongated forks to reach under vehicles lengthwise. Source: OIG photo.

²³ City of Chicago, “Contract Number 34921,” 85.



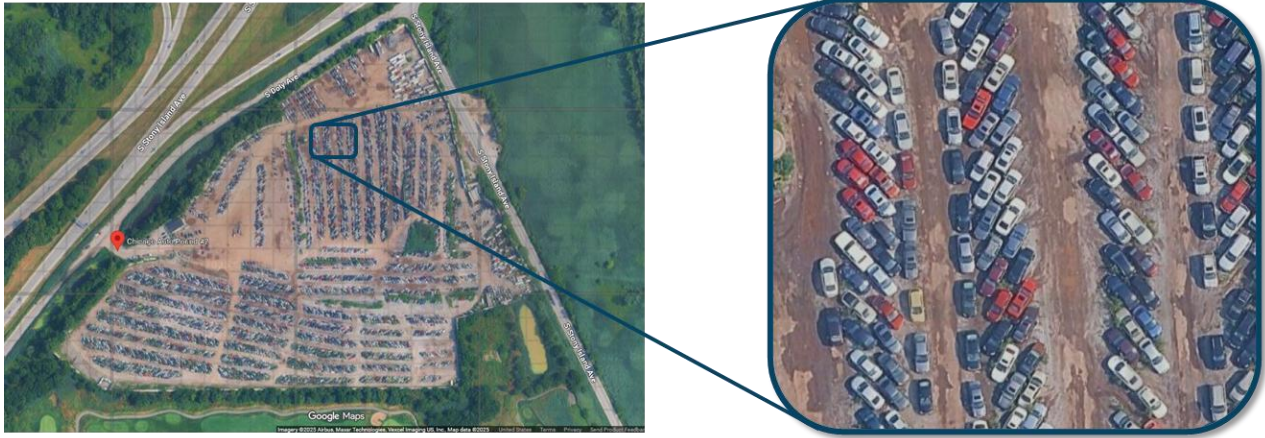
A forklift lifts and moves an impounded vehicle within Doty. Source: OIG photo.

Without reliable and up-to-date procedures regarding when forklifts can be used to move a vehicle and how they can be used safely, URT risks damaging vehicles moved in its pound yards. The DSS-operated Central moves vehicles directly into their storage spaces with the tow trucks themselves, so it does not share the concern about safe forklift operation.

Overcrowding of Vehicles at Doty Increases the Risk of Damage

Because the City impounds more vehicles at Doty than its yard space can accommodate, URT uses the aisles intended for movement of flatbed trucks and forklifts to store some vehicles end-to-end, while most vehicles are stored at an angle.²⁴ URT acknowledged that doing so makes paths through the yard narrower and harder for tow trucks and forklifts to navigate. The magnified image below shows a satellite view of how the end-to-end rows narrow the pathways through the pound yard and require moving vehicles from the rows to allow URT access the diagonally-parked vehicles.

²⁴ According to DSS, overcrowding at Doty was due to the fact that CPD's Pound #1 stored approximately 2,300 vehicles at the site despite having contracted with URT to hold only up to 900 vehicles. Therefore, the additional 1,400 vehicles encroach on the space intended for DSS's Pounds #2 and #3S at Doty.



Aerial views of vehicles double parked at Doty. Vehicles parked in the two long lines impede movement of trucks and block in cars parked diagonally behind them. Source: Google Maps satellite imagery.

Overcrowded rows add to the difficulty of maneuvering large vehicles, like forklifts or flatbed trucks, around the yard without damaging impounded vehicles. When vehicles are stored end-to-end, pound staff cannot access them as easily. This increases the risk that URT could damage vehicles at drop off, upon retrieval, or when otherwise moving them within the yard.



Ground view of vehicles double parked in rows at Doty. Source: OIG photo.

By contrast, overcrowding is not an issue at Central, likely due to its higher vehicle retrieval rate.

B | URT Does Not Maintain Security Systems that Fully Protect its Pound Locations

The City's contract with URT includes specific language about securing the pounds' premises:

Contractor must provide and maintain security systems designed to protect the Impound Facility perimeters and its contents from unlawful trespassing, property damage, vandalism, and guard against criminal activity and malicious or mischievous behavior, all within the law. Contractor must take all necessary actions for providing a secure method (e.g., fencing and/or barriers (steel or concrete) at no additional cost to the City of Chicago which prevents unauthorized entry of any sort.²⁵

Nevertheless, between 2022 and 2025, 41 customers complained to OIG of property theft and damage to their vehicles while impounded.²⁶ Customers also filed 599 damage claims with URT in 2022 and 2023, as discussed in section C below. URT has acknowledged unlawful trespassing attempts at Doty and Sacramento. Notably, URT has an incomplete barrier at Sacramento, allows unsupervised access to the pound yards, and has security cameras that only partially cover the pound yards. While the number of damage claims compared to the volume of vehicles processed is very low – well below 1% – addressing the following security issues at the URT-operated lots could reduce these claims and would be consistent with URT’s contractual obligations.

The Barrier Around the Sacramento Perimeter is Incomplete

“My two rear tires were slashed, and the rims are completely messed up. My car was in perfect condition when I parked it.”

- *OIG Complainant*

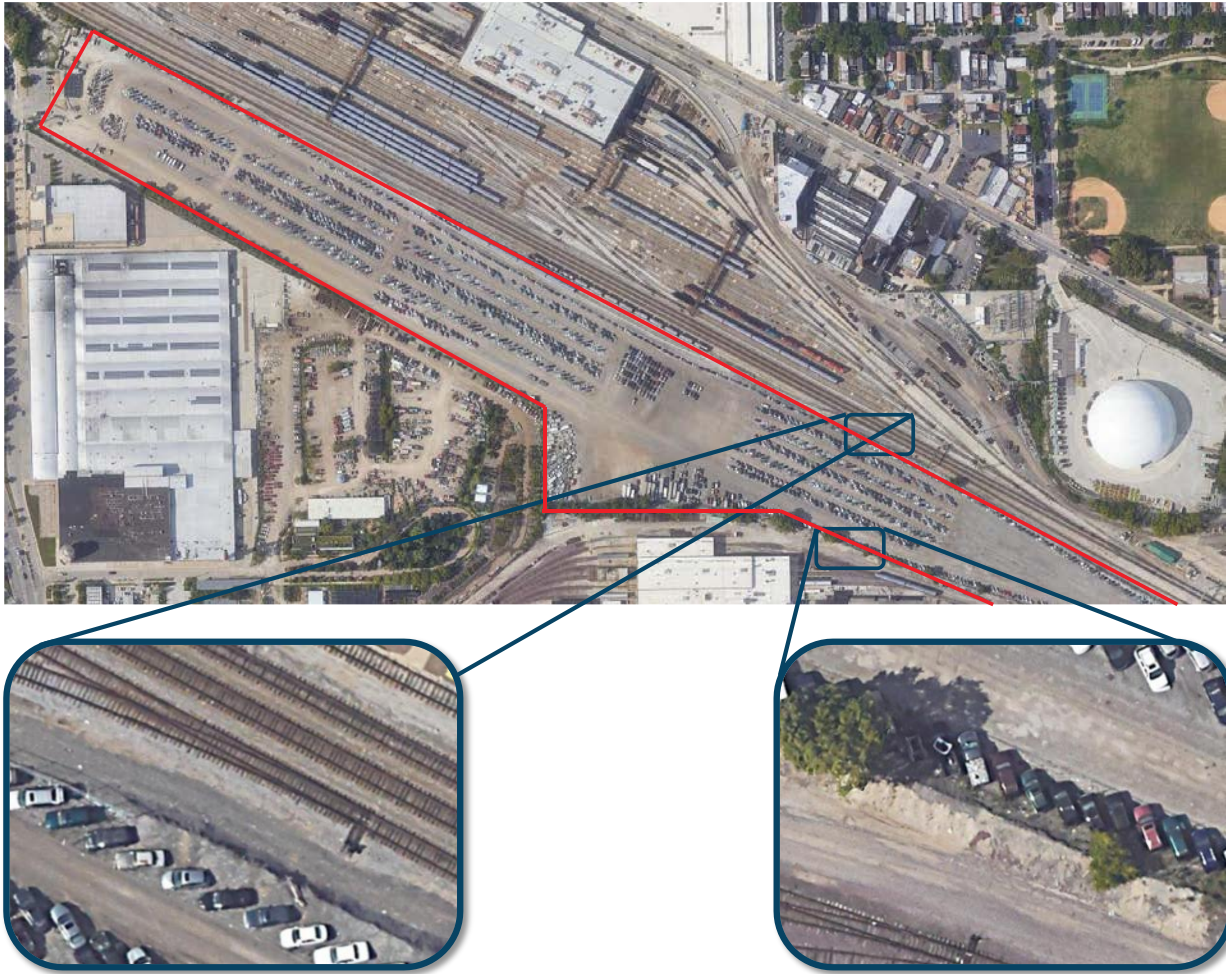
Both DSS and URT management have acknowledged attempted theft of vehicles or their contents at the contractor-operated pounds. Sacramento, in fact, keeps a replacement front gate on hand because vehicles have broken into or out of the pound by driving directly through the gate.

Moreover, the Sacramento pound does not have a complete barrier around its perimeter to prevent unauthorized entry and exit. A fence protects part of the perimeter, but elsewhere, as shown in the photo below, it is unfenced. Rather, only three- to five-foot raised earthen banks and concrete traffic barriers prevent unauthorized vehicles from driving in or out of the facility. While these barriers could conceivably deter some theft of vehicles themselves, they do not prevent unauthorized entry into the yard by individuals on foot. URT also acknowledged that people have tried to drive vehicles over the railroad tracks and raised earthen banks that run parallel to them.

One customer alleged that, upon retrieving their vehicle from Sacramento, they found damage on a door consistent with a crowbar or prying device. A repair professional advised the customer that this may have been from an attempted break-in.

²⁵ City of Chicago, “Contract Number 34921,” 85.

²⁶ Nineteen of these complaints came in response to an OIG customer feedback flyer, noted in the Methodology section above.



A chain-link fence topped with razor wire protects a portion of the pound's perimeter near its entrance on Sacramento Avenue and along part of its northeastern edge. The rear of the pound, on the right side of the photo, is unfenced and bordered by railroad tracks to the northeast and south. Source: Google Maps satellite imagery.

By contrast, Central is surrounded by a chain link fence. At Doty, URT created a wall surrounding the pound yard with approximately 250 shipping containers. In certain places, URT stacked two containers on top of each other to fortify vulnerable areas. URT stated that it uses shipping containers at Doty because theft is a greater concern at this more remote location.



Shipping containers act as a perimeter barrier at Doty. Source: OIG photo

DSS and URT Allow Unsupervised Access to Pound Yards

Central, Sacramento, and Doty allow customers retrieving vehicles or property unsupervised access to pound yards. After showing proof that they are the owner or eligible to retrieve the vehicle, desk clerks issue each customer a yard pass. Pound guards require this pass to enter. Once inside, the customer may roam the yard unescorted and, thus, have the opportunity to steal or vandalize impounded property.

The Department of Revenue's 1992 report also recognized the security risk of unescorted non-City personnel and noted it could contribute to vehicle theft and damage. As noted above, DSS stated that it did escort non-City personnel between 1992 and 1994, but discontinued this due to assaults on its employees.

Security Cameras Provide Only Partial Coverage of Pound Yards

A total of 30 security cameras monitor Doty and Sacramento combined. Of these, 18 monitor locations inside the pounds' customer service trailers. This leaves only 7 exterior cameras to cover Sacramento's 12-acre yard area, and 5 to cover Doty's 45-acre yard area. Some of the cameras monitor the stored vehicles, while others monitor access points like gates, trailer entrances, and exterior washrooms. The resulting unmonitored yard area increases security risks.

By contrast, Central's yard area is smaller and can be monitored by line-of-sight. The pound had two cameras facing the pound entrance at the time of OIG's site visit, though DSS reported that the City was in the process of upgrading this security camera system.

One customer filed a claim with URT for missing property from Sacramento, alleging that a 9mm firearm had been taken from the vehicle's center console.

Comprehensively, these three issues—incomplete or inadequate fencing, unsupervised access, and limited coverage by security cameras—contribute to a lack of adequate security within pound yards. This not only increases the risk to vehicle owners of property loss or damage, but also might raise public safety concerns, as demonstrated by one customer's allegation that a firearm was stolen from a vehicle impounded at Sacramento.

C | The Vast Majority of Damage or Loss Claims Come from URT-Managed Pounds; Only 2% Are Marked for Possible Payment

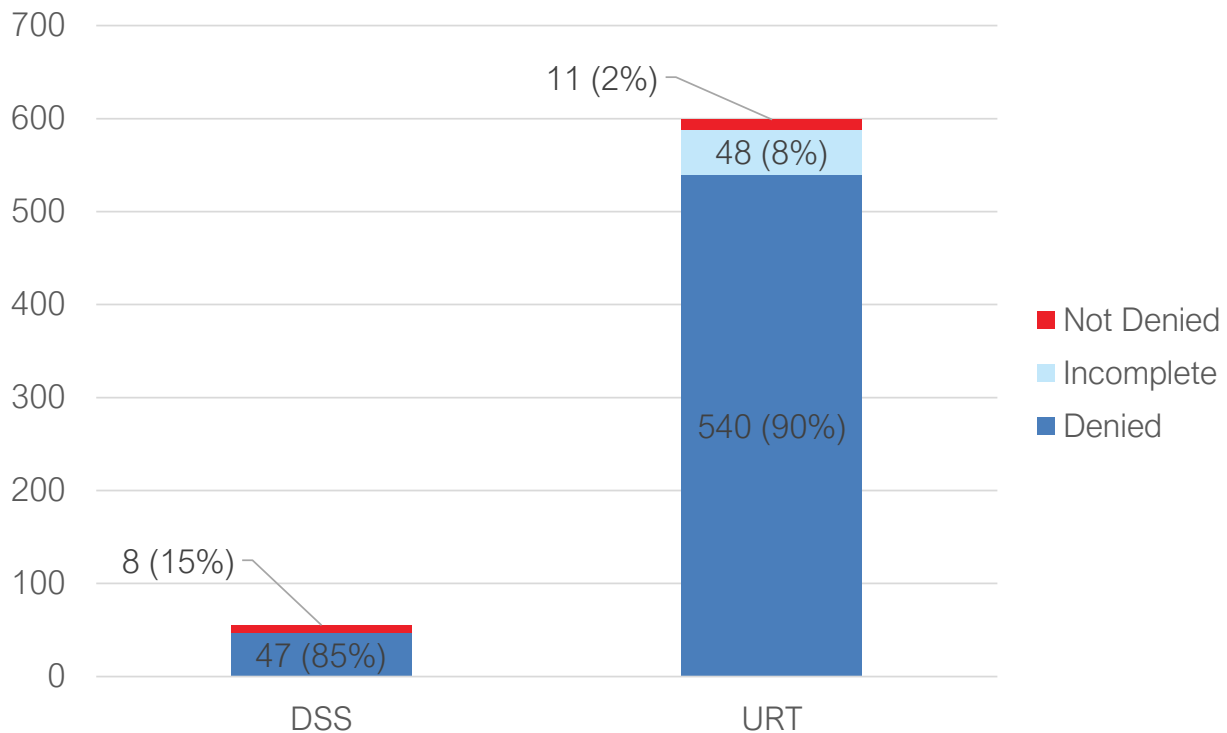
The City's contract requires URT to act in good faith on customer claims of vehicle damage and to inform DSS monthly, in writing, of all claims and their resolutions.²⁷ However, DSS does not collect information on the number of claims filed against URT and their ultimate resolutions.

URT is contractually responsible for any vehicle damage or property loss that occurs to vehicles in its custody. Customers alleging damage or loss have the right to examine their vehicle with a URT supervisor and to file a discrepancy report with the supervisor's assistance. This report serves as a claim against the contractor. These claims are, thereafter, a matter between the vehicle owner and URT in which the City does not have further involvement. URT can approve the claims or deny them, risking potential legal action from the vehicle owner.

DSS did not have documentation of claims against URT on hand at OIG's request. URT provided documentation of claims filed against it in 2022 and 2023. As Figure 10 illustrates, URT either denied or did not document the resolution for 98% of these claims. Claims against the City for alleged damage at DSS-operated Central are included for comparison.

²⁷ City of Chicago, "Contract Number 34921," 101-102.

Figure 10: URT Received Over 10 Times as Many Damage or Loss Claims as DSS in 2022 and 2023, Despite Impounding Only 2.5 Times as Many Vehicles, and Denied 90% of These Claims



Source: OIG analysis of vehicle damage claims.

URT processed 599 claims of property damage or loss from owners of vehicles impounded at the URT-operated pounds in 2022 and 2023. The contractor denied 540 of these claims outright, did not document the resolution for 48, meaning those claims' ultimate dispositions are unknown, and marked the remaining 11 claims as "Hold" for possible approval and payment. Of the 11 held claims, only one included an indication that it was ultimately approved. By comparison, Central (which was responsible for 28% of vehicles impounded in 2023) received only 55 damage claims. These claims—filed with the City directly—are processed by the City Clerk's Office and approved or denied through the City Council Committee on Finance. The City denied 85% of these claims.

URT denied 164 claims on the grounds that the vehicle had been driven out of the pound prior to the claim being filed. It denied another 232 by asserting that the vehicle had pre-existing damage. Yet URT's method of documenting pre-existing damage does not contain sufficient detail to preclude the possibility that new damage occurred inside the pound. Pound custodians record damage on a generic vehicle diagram within Tow Plus. Users select the part of the vehicle at issue—such as "door" or "bumper"—and choose from a limited list of damage descriptors such as "scraped," "broken," "damaged," "dented," "missing," "burned," "rusted," or "scratched," adding additional notes if they choose. This limits URT's damage documentation to brief and generic written descriptions (e.g., "Passenger Door Damaged," "Back Bumper Damaged," "Front Hood Scraped"). The reasons URT cited for denying claims were similarly broad, such as "Vehicle came in with multiple damages." URT is not contractually required to photograph vehicles entering its pounds, although the Department of Revenue recommended this practice in its 1992 auto pounds

report.²⁸ Without detailed documentation of a vehicle's condition before it enters the pound, it is extremely difficult for vehicle owners to prove that specific damage occurred while impounded, particularly if their vehicle arrived with other, unrelated scrapes or dents.

In some instances, the contractor's own documentation virtually assures that the damage occurred at the pound. For example, as shown in Figure 11, a discrepancy report, signed by a URT inspecting manager, acknowledges multiple broken windows and property stolen from a vehicle impounded at Sacramento. The attached tow and inventory reports clearly document that none of the vehicle's windows were broken at the time of impoundment. Nevertheless, URT's reason for denial simply states, "Deny, see notes and remarks."

"I immediately notified the people at the desk at the [Sacramento] pound [of damage to the vehicle] and they signed off on it acknowledging that there was damage. They told me to fill out a claim and submit it to them, which I did. They said I would hear something in 4-6 weeks. It has been almost 20 weeks and I have heard nothing."

- OIG Complainant

Figure 11: In Some Instances, URT's Documentation Effectively Establishes that Vehicle Damage Occurred at the Pound

1

REMARKS	SPECIFY/ DESCRIBE MISSING OR DAMAGED DOORS, FENDERS, HOOD, BUMPERS, ETC. Front Bumper Damaged, Back Bumper Scratched, Passenger Door Damaged, Passenger Tire Damaged, Driver Fender Scratched	ARRIVED AT POUND DAY MONTH YEAR 1 JUN 2022

2

Inspecting Managers Comments Both passenger driver rear windows broken, Personal items was taken from vehicle Signature of Inspecting Manager	Date Claim Filed: June 6, 2022 Driver's Side Passenger Side Front Rear Circle Areas of Claimed Damage
--	---

Attachments	Yes	No
Discrepancy Report	☒	☐
Motor Vehicle Inventory Report	☒	☐
Tow Report	☒	☐
Yard Pass & Supporting Doc's	☒	☐
Redemption Receipt	☒	☐
Incident Report	☐	☒
Other	☐	☒

3

Date	Pound Manager Recommendation	Comments
6/9/22	Deny	See notes and remarks

1) On the date of impoundment (June 1), The Motor Vehicle Inventory Report does not indicate damage to the windows.

2) On the date the customer retrieved the vehicle and filed a claim (June 6), the Discrepancy Report indicates damage to the windows.

3) Upon review of the claim (June 9), the pound manager recommended denying the claim, citing only "Deny, see notes and remarks."

Source: Excerpts of a URT claim packet. Numbered bullets added by OIG.

In another example, the tow and inventory reports similarly noted no broken glass on the vehicle at the time of impoundment. The discrepancy report, however, signed by a URT manager when the vehicle was retrieved, noted broken rear windows and a rock found in the back seat after the car had been on the pound lot. Nonetheless, URT denied the claim.

²⁸ The MCC requires private tow operators to photograph vehicles before towing them from private property. City of Chicago, Municipal Code, § 9-84-025. URT is not subject to this requirement because it functions as the City's agent for public tow operations, towing vehicles from the public way.

The City's contract gives URT the latitude to independently make denial decisions like these. DSS does not provide guidance or active monitoring of the claims process in pursuit of its responsibility to ensure impounded vehicles are stored safely. URT's standard operating procedures state that vehicle owners must collect three separate repair cost estimates within 30 days. A URT claims committee then decides either to deny the claim or to propose a settlement offer. Notably, appeals of these decisions are decided by the same committee, a process unlikely to lead to different outcomes. In any event, because URT's standard operating procedures have not been updated since 2012 and the contractor stated that it does not rely on them in its day-to-day operations, it is unclear how closely URT adheres to the procedures when reviewing claims.

The hurdles to successful customer damage claims against URT, and URT's complete control of the claims process, reduce its incentives to minimize damages. When a claim is denied, the vehicle owner must decide whether to expend the time and money necessary to take legal action against URT, an option potentially out of reach for people with limited incomes. Because DSS does not collect monthly written reports of claims and their resolutions, the generation of which is required by URT's contract, it forsakes the City's ability to ensure that URT acts on claims in good faith.

| Recommendations

1. DSS should document policies regarding pound security and ensure that all pounds "maintain security systems to protect the [auto pound] facility from unlawful trespassing, property damage, [and] vandalism." This may include fully enclosing all pound facilities, providing adequate security camera coverage over yard areas, and ensuring visitors are accompanied while in the yard area.
2. DSS should ensure that the contractor standardizes policies and procedures for pound operations to "avoid damage to any towed vehicle." This may include documenting methods for safe transportation and storage for different types of vehicles within the pound, as part of the contract scope of services.
3. DSS should ensure the contractor provides monthly written notice of all claims and their resolution, and should periodically assess the claims to determine whether the contractor is addressing them in good faith as required by the contract. DSS should also consider requiring the contractor to photograph the condition of all vehicles at pound intake.

| Management Response

1. *"DSS will coordinate with its auto pound vendor and AIS to review existing pound security measures and document appropriate security protocols designed to deter theft, trespassing, property damage, and vandalism."*

DSS does not escort customers through the yard due to employee safety concerns. Although escorted access was implemented following the 1992 report, the practice was discontinued after employees experienced threats and assaults.

2. *"While the number of reported incidents involving vehicle damage is well below 1% of the total volume of vehicles processed through towing and pound operations, demonstrating that such incidents are exceedingly limited relative to the scale of operations,*

DSS will engage the vendor in discussions to review its existing policies and procedures and identify opportunities to revise or update them, as appropriate.

Any revisions must remain consistent with the requirements and guidelines established by the contract and may include further documenting methods for the safe transportation, handling, and storage of different types of vehicles. Given the extremely low incidence of reported damage claims, DSS believes current practices are generally effective; however, the Department will work with the vendor to identify reasonable opportunities to further standardize and document those practices and continue minimizing the risk of vehicle damage.

3. *"DSS has resumed requiring the contractor to submit monthly written reports identifying claims and their disposition and will periodically review claim activity for compliance with contractual requirements.*

DSS will also coordinate with the vendor and DTI to evaluate a practical method for capturing and retaining photographs documenting vehicle condition at intake, subject to available technology, system capabilities, and resources."

Finding #2: DSS's manual, paper-based program administration resulted in incomplete digital impoundment records and led to delays, confusion, and frustration for customers retrieving vehicles.

In addition to safely storing impounded vehicles, the MCC requires DSS to keep accurate and detailed records of vehicle tows and impoundments.²⁹ DSS and URT also assess towing and storage fees, although the City's auto pound cashiering contract enlists DOF to perform cashiering activities through its contractor SP Plus.³⁰ To fulfill its administrative responsibilities, DSS created multiple processes that rely on manual, paper-based steps. These processes allow pound staff to enter errors into the program data, preventing DSS from ensuring that impounded vehicles are recorded in a timely manner so customers can quickly locate them. Further, a small number of customer payments to the pounds were incorrectly calculated or otherwise not supported by documentation. These issues create a complex vehicle retrieval process that may compound the hardships facing customers who are suddenly without their vehicles.

"The people that work at the auto pound could've . . . given me the right information from the start instead of me wasting my time and resources when I'm already in a time of emotional distress."

- *OIG Complainant*

The issues stem from the fact that DSS has no documented policies and procedures for its pound operations, leaving staff without guidance and customers without clear retrieval instructions. Additionally, many of the issues below can be attributed to a lack of integration between the various IT systems involved in processing impounded vehicles at the time of OIG's engagement, though DSS reports that these systems are now integrated. DSS reports that it has improved its IT integration to correct some of these issues since that time. Below, OIG presents conclusions as of the time of its engagement; OIG will assess the efficacy of any improvements to the program since that time in its regular follow-up to this report.

A | DSS Did Not Keep Complete Digital Impoundment Records

DSS maintains paper files of records for each impoundment. These include standardized forms that staff complete when a vehicle is towed and enters a pound, as well as scans of customer identification, law enforcement reports on the vehicle, and receipts for fee payments.³¹ DSS produced paper documentation for all 385 sampled impoundments when requested by OIG. However, DSS does not reliably aggregate these records in a digital format. As a result, at the time

²⁹ City of Chicago, Municipal Code, § 9-92-060.

³⁰ "Cashiering activities" consist of processing payments for towing and storage at the pound locations. City of Chicago, "Contract Number 71921," November 8, 2018 (extended April 28, 2023), 88, accessed March 6, 2026, <https://webapps1.chicago.gov/vcsearch/city/contracts/71921>.

³¹ See Appendix A and B for examples of DSS's towing and vehicle intake report forms.

of OIG's engagement, the Department did not have access to a perpetual, live inventory of vehicles currently in its custody. It also did not have a complete digital historical record of the vehicles it had impounded. While paper records may supplement the information available, the storage of those records limits DSS's ability to use the records in a timely manner.

DSS' IT Systems Were Not Integrated, Requiring the Development of Manual, Paper-Based Data Entry Steps to Approximate the Pound Inventory

DSS's contract with URT includes the following requirement:

Contractor must provide and install, and maintain at its expense, a secured computerized electronic inventory system . . . that in "real time" communicate[s] and update[s] the [DSS] Inventory System files, remotely and wirelessly, from the Auto Pound grounds . . . The Contractor's Inventory System must provide the City with immediate access to any information in its database that the City may require. Contractor must ensure, at Contractor's sole cost that its Inventory System interfaces seamlessly with any City system to which it must communicate.³²

The Department of Revenue's 1992 auto pounds report recommended that DSS establish a computerized system that would give it a live, perpetual inventory of impounded vehicles and a reliable record of past impoundments. Yet in practice DSS relied on a variety of separate, non-integrated IT systems to manage pound records:

- **Law Enforcement Agencies Data System (LEADS)** is an Illinois State Police database containing information of importance to law enforcement, including vehicle ownership and vehicles that have been reported stolen. LEADS access is strictly guarded and requires individuals to pass a background check prior to using it. URT has designated certain staff for LEADS access who can retrieve vehicle ownership records via locked computer terminals at Doty and Sacramento. DSS stated that it lost its own access to LEADS in 2012 because it is not a law enforcement, corrections, or court-based entity, while URT is a contractor to a law enforcement entity via CPD. Because they do not have LEADS access, DSS staff at Central instead retrieve vehicle ownership information from the Illinois Secretary of State. If an impounded vehicle is registered out of state, DSS must contact URT to retrieve this information from LEADS on DSS's behalf.
- **Hot Desk** is a CPD-managed application to input and upload information into LEADS. DSS uses Hot Desk to inform CPD that a vehicle has been impounded, not stolen. Logging this information also allows the City to inform owners of their impounded vehicles' whereabouts if the owner contacts a City resource, such as 311. DSS staff manually key information into Hot Desk on all impounded vehicles. URT does not have access to Hot Desk, so it sends this information separately to DSS staff to key in on its behalf. Hot Desk also automatically populates DSS's PremierOne database with new impoundments: at the time of OIG's engagement, this did not occur until the following day, though DSS stated that integration improvements now allow this to happen more quickly.
- **PremierOne** is DSS's database of vehicles impounded at both the DSS- and URT-operated pounds. Impoundment entries include an inventory number, identifying information about

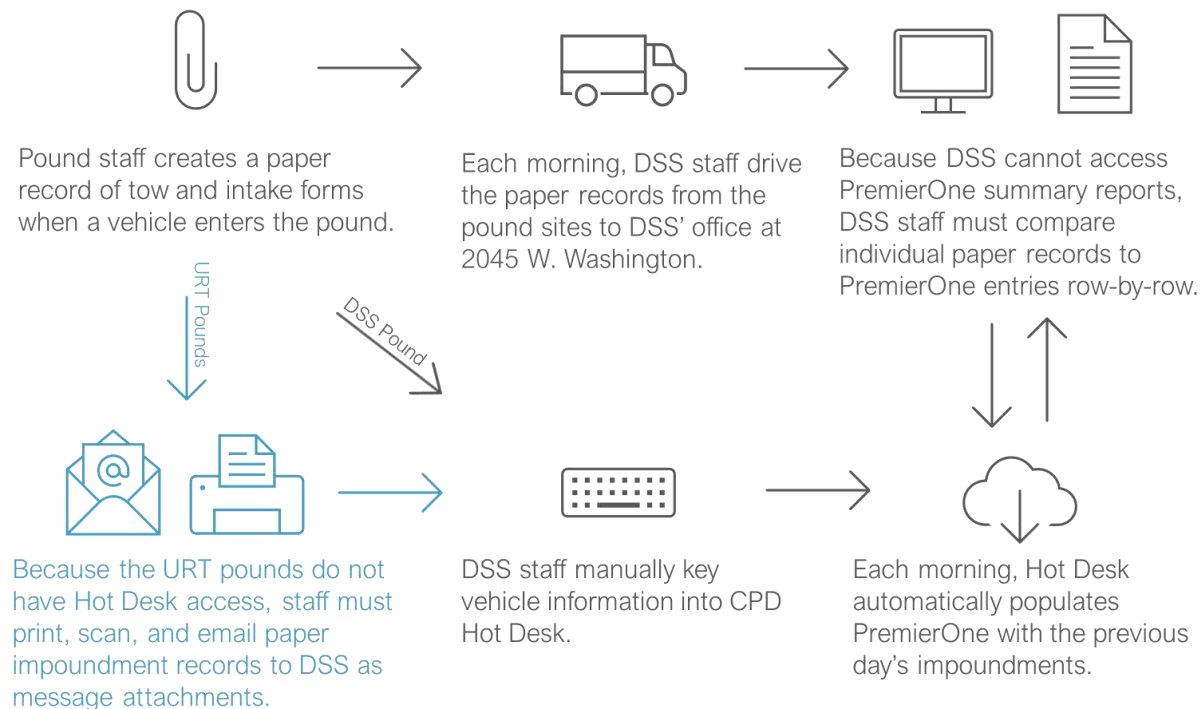
³² City of Chicago, "Contract Number 34921," 101.

the vehicle, and its retrieval or disposal status. PremierOne imports this information from Hot Desk. Due to the one-day delay in this process at the time of OIG's engagement, this left DSS without a live, perpetual inventory of impounded vehicles, though DSS stated that this has since been remedied. PremierOne also sends impoundment information to Sebis, the DSS contractor that prints and mails impoundment and disposal notifications to vehicle owners. Only DSS and CPD have access to PremierOne, but neither department can pull complete impoundment summary reports from the database. Instead, DSS is limited to querying ranges of inventory numbers to locate impoundment records by date or location.³³ URT does not have its own access to PremierOne.

- **Tow Plus** is a software URT uses to document and inventory impoundments at the Sacramento and Doty pounds. Pound custodians record incoming vehicles into Tow Plus using tablets, forming a live, perpetual inventory of the vehicles in URT's custody. At the time of OIG's engagement, Tow Plus did not interface directly with any of the data systems in use at DSS. This made it necessary for DSS staff to manually key URT impoundments into Hot Desk, even though a digital record of the impoundment already existed in Tow Plus. DSS stated that IT improvements since that time have integrated these systems. As part of its monthly billing invoice package, URT sends DSS aggregated reports from Tow Plus on the total number of impoundments it has processed.

Without full integration between these systems, DSS implemented a series of manual workarounds in its records and inventory management process. Figure 12 illustrates the multi-step process of how DSS populated PremierOne with information on impounded vehicles.

Figure 12: DSS Populated Its PremierOne Digital Database Through a Process of Printing, Scanning, Emailing, and Physically Transporting Paper Records Each Day



³³ This is described further in the subsection below on reconciling URT invoices, footnote 35.

Source: OIG visualization of process information from DSS and URT interviews and walkthroughs. Descriptions reflect the process and system limitations as of the time of OIG's audit fieldwork.

To get impoundment records into PremierOne, DSS manually entered data from a physical copy of a vehicle's inventory report into Hot Desk. Hot Desk automatically uploaded all of the impoundment records into PremierOne, but only once a day, limiting the ability for DSS to use PremierOne as a real-time inventory. Without access to Hot Desk, URT staff at Sacramento and Doty then printed off forms for each impoundment from URT's own Tow Plus system, scan, and emailed them to DSS. Only then could DSS manually enter those impoundments into Hot Desk.

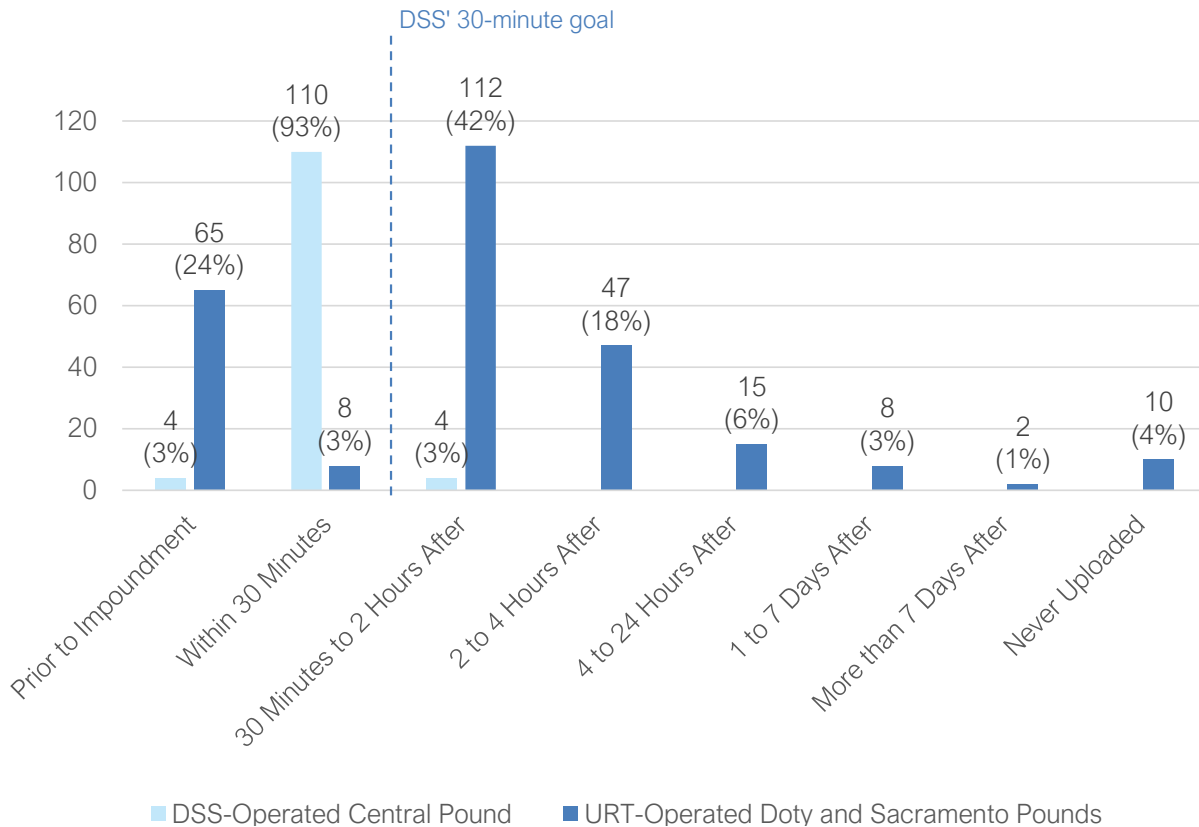
This need to print, scan, email, and manually enter impoundment information into the City's systems does not meet the URT contract's requirement for a "seamlessly" interfaced, "real time" inventory information system. It is also staff-intensive, requiring staff not only to pull paper records, but to manually key information into Hot Desk, drive the physical records from office to office every day, and manually reconcile paper forms to PremierOne. This potentially pulls staff resources away from other important DSS operations. Further, it increases the risk of data entry errors and creates downstream complications in quickly locating impounded vehicles and reconciling contractor invoices for payment.

Locating Impounded Vehicles

To ensure customers can call the City to determine whether their vehicle was impounded, DSS stated that it aims to document all impoundments in Hot Desk within 30 minutes of a vehicle's arrival at the pound.³⁴ However, in practice, DSS and URT did not consistently meet this threshold. Of 385 impoundments selected in a random sample from 2022 and 2023, DSS or URT uploaded 187, or 49%, within the 30-minute goal. Breaking this down further, Figure 13 shows that URT did not meet the 30-minute goal for 73% of impoundments at its locations. In contrast, DSS met the 30-minute goal for 96% of impoundments at Central.

³⁴ This goal aligns DSS with the MCC's requirements for private tow operators, though the Department is not formally subject to this requirement. City of Chicago, Municipal Code, § 9-84-036 (b)(5).

Figure 13: Records from the URT-Operated Pounds Took Far Longer to Reach Hot Desk than Those from the DSS-Operated Central



Source: OIG analysis of a sample of impoundment records. Percentages may not sum to 100 due to rounding.

As a result, customers experienced difficulty locating their vehicles and a burdensome retrieval process at the URT-operated pounds. When information on impounded vehicles does not promptly reach Hot Desk, customers may mistakenly report their vehicles as stolen. This creates the risk that vehicle owners might file unnecessary stolen vehicle reports with CPD, needlessly engaging police resources. DSS stated that since the time of OIG's engagement, better systems integration has improved the flow of information to Hot Desk.

At the time of OIG's engagement, Central lacked a perpetual, live inventory of impounded vehicles, because PremierOne records did not update until the day after an impoundment.³⁵ This therefore required DSS pound staff to find and reconcile individual paper records to allow customers to retrieve their vehicles. 85% of vehicles OIG sampled from Central were retrieved on the same day as impoundment; therefore, this portion of the actual

"The [staff at the] lot was unable to locate my car. I had to wait 30 minutes before we pointed out the location of the vehicle to them."

- OIG Complainant

"Once I got to the lot they claimed the car was not there even though I could see it on the lot . . ."

- OIG Complainant

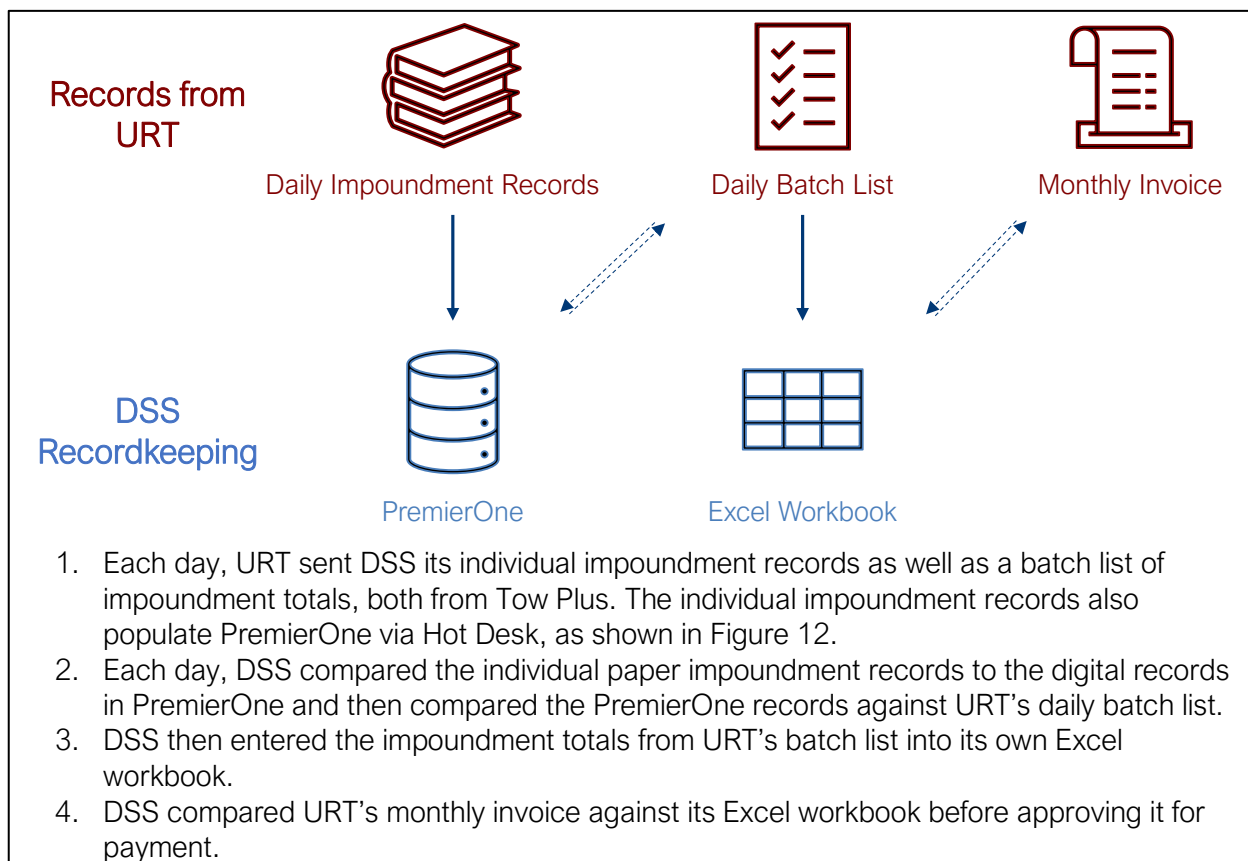
³⁵ This is in contrast to the URT-operated pounds, which collect intake information through its own Tow Plus software, as discussed in Finding 1.

inventory of cars would not have existed in the database on the date of impoundment and must be searched for among paper files alone. In some cases, this prevented DSS from locating cars it had in its custody and led it to misinform customers about their vehicle's location.

Reconciling URT Invoices

The lack of IT systems integration also prevented DSS from ensuring it accurately pays URT for vehicle impoundment and storage. PremierOne is largely composed of inventory reports from URT, with Sacramento and Doty handling a majority of the City's impoundments. DSS staff walked OIG through its process of reconciling the monthly invoices URT sends to receive payment for its impoundments. This process involved simply comparing the invoice to other information originally provided by URT, as Figure 14 illustrates.

Figure 14: DSS' Bill Reconciliation Process Relied Solely on Records Provided By URT



Source: OIG visualization of information provided during an in-depth process walkthrough with DSS staff.

Without a perpetual, live vehicle inventory for comparison, DSS's monthly bill reconciliation process did not reliably establish the total number of vehicles actually impounded by URT. Instead, it simply compared three sets of information from URT. While there is some value in ensuring that these numbers match, this comparison process still allowed downstream data errors. For example, URT's internal Tow Plus reports show that it impounded 58,184 vehicles in 2023, yet DSS's program totals show only 57,549 impoundments at the URT pounds, a difference of 635. It is therefore not entirely clear from the records exactly how many impoundments URT handled that year.

Limitations in PremierOne compound this uncertainty. Because DSS lacks the ability to query impoundment reports from PremierOne (by date or otherwise), errors over time have made the recorded inventory numbers in PremierOne out-of-sync with the number of impoundments that URT reports and that DSS recognizes for the program at large.³⁶ For example, DSS reports 143,211 total impoundments at Doty, Sacramento, and Central in 2022 and 2023. However, the range of inventory numbers in PremierOne suggests that total impoundments were 144,074 (a difference of 863, or 0.6%).

While this audit's objective primarily concerns DSS' ability to establish accurate and up-to-date inventories, OIG also has a responsibility to assess fraud risk factors, including the opportunity for fraud to occur, under Generally Accepted Government Audit Standards 8.71 through 8.76. DSS's reliance on external data created payment risks that certain impoundments could be omitted or invoices for nonexistent impoundments could be submitted. As long as URT's individual records, batch list, and invoice all match, DSS would have no means of catching such misstatements.

DSS stated that it has made updates to its IT system to more closely integrate with Tow Plus and allow for a real-time inventory of impounded vehicles. This should give DSS the opportunity to improve its reconciliation process using its own counts of impounded vehicles.

DSS' PremierOne Database Is Incomplete

The MCC requires DSS to keep an accurate record of each impoundment, including:

- Tow truck driver identifier
- Location from which vehicle was towed
- Date of impoundment
- Time of impoundment
- Vehicle Identification Number
- License plate number
- City wheel tax number (i.e., City sticker)
- Description of vehicle condition
- Towing and storage charges
- Name of person retrieving vehicle (if applicable)
- Address of person retrieving vehicle (if applicable)
- Date of vehicle retrieval (if applicable)
- Date of vehicle disposal (if applicable)³⁷

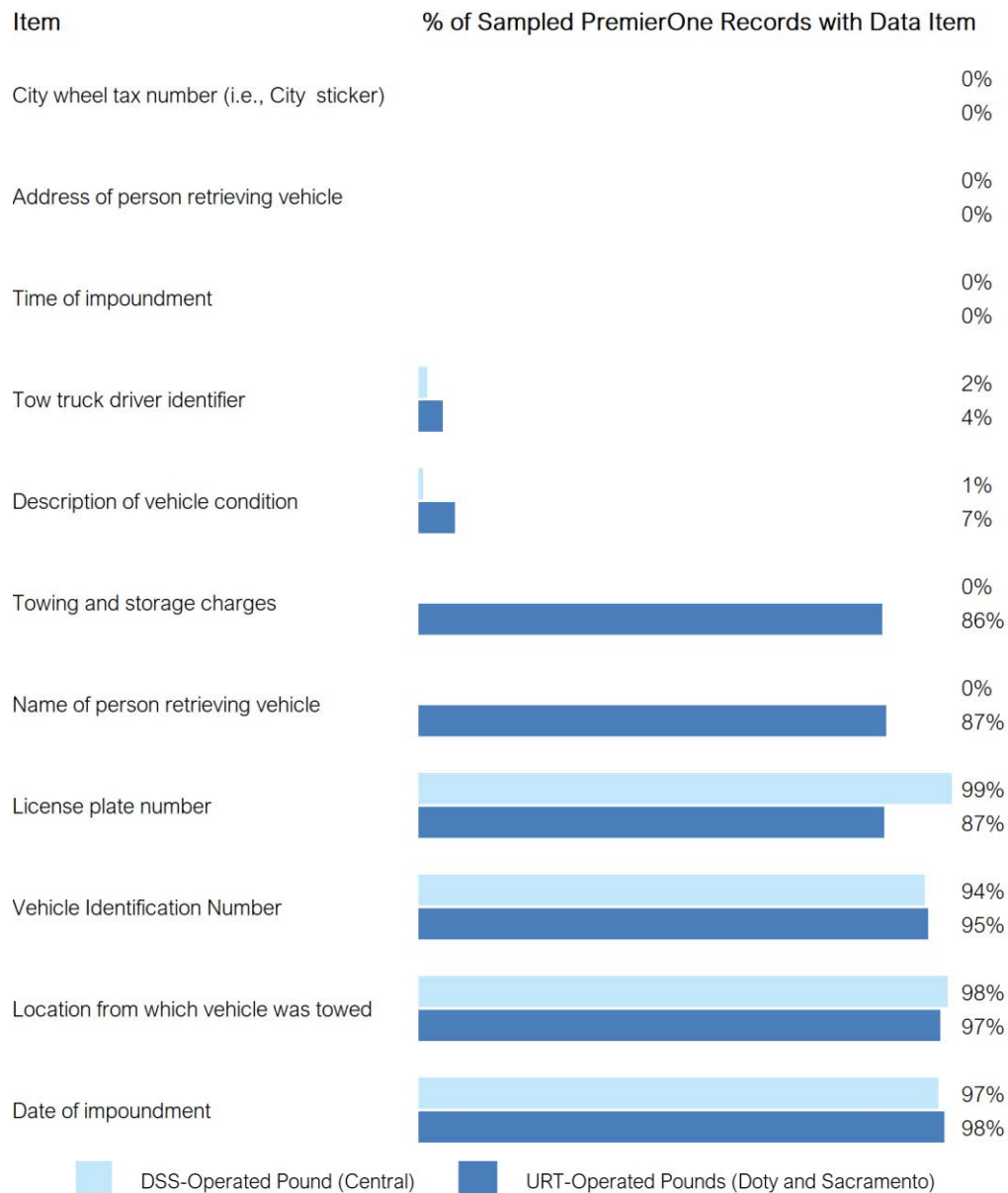
While DSS generally captures these details in individual paper records of each impoundment, it also uses PremierOne as a database of impoundments. Yet the record of impoundments in PremierOne is far from complete. As shown in Figure 15, several required data items were missing entirely from a sample of 385 PremierOne impoundment entries at Central, Doty, and Sacramento. Some of these, such as the name of person retrieving the vehicle, were collected far more often from the

³⁶ In order to determine, or identify, the number of vehicles stored at a point in time, DSS must approximate a query by searching for ranges of inventory numbers using a wildcard search character, for example "71089%" to return all impoundments numbered 7108900 to 7108999. This does not always align with the dates of interest and requires multiple searches to be comprehensive.

³⁷ City of Chicago, Municipal Code, § [9-92-060 \(a\)](#).

URT-operated pounds than the DSS-operated Central. Others, like the address of the vehicle retriever, were rarely or never collected from any of the pounds.

Figure 15: DSS's PremierOne Database Lacks Some MCC-Required Impoundment Information



Source: DSS data from PremierOne.

Missing information has the potential to harm customers. For example, when a vehicle's condition is not sufficiently documented at pound entry, it becomes difficult for a customer to prove that any newly visible damage on their cars occurred at the pound. This could lead to claims of damage being inappropriately denied, as explored in Finding 1.C. Omissions can also undermine DSS's evidence of the validity of the impoundments, though DSS has paper records of these impoundments as a backup.

Additionally, DSS's PremierOne database does not clearly identify whether impounded vehicles were redeemed by owners, disposed of, or remained on the pound lot. Of the 385 sampled impoundments, 56, or 15%, either showed conflicting disposition information—meaning the car was marked as *both* “redeemed” *and* “disposed”—or lacked disposition information entirely. Disposition records were somewhat clearer at the DSS-operated Central (94%) than at the URT-operated Doty and Sacramento (82%).

Considering that DSS relies on both digital and paper records, OIG found that the paper documentation was inconsistent and sometimes unclear. Of the 56 records above with missing or conflicting disposition information in PremierOne, 6 (10.7%) lacked any information in the vehicle disposition section of the Motor Vehicle Inventory Report, where the vehicle's disposition is normally captured. Five of these impoundment packets included a contract sale report on which the impounded vehicle was listed, implying that the vehicle had been sold even though its disposition had not been clearly documented. One impoundment packet had no such report, meaning there is no paper documentation of what happened to this vehicle.

DISPOSITION OF VEH. To be completed after Veh. is sold or released	☐ SOLD	DATE SOLD	PURCHASER NAME		ADDRESS
	☐ RELEASED	RELEASED TO - NAME			ADDRESS
	DRIVERS LICENSE NO.		IDENTIFICATION USED FOR RELEASE	RECEIPT NO.	AMOUNT
					\$
	RELEASED BY - NAME		STAR / EMPLOYEE NO.	DATE RELEASED	TIME

An example of the vehicle disposition section of a Motor Vehicle Inventory Report, which has not been completed.
Source: DSS.

Errors or gaps in disposition records increase the risk that the City will improperly dispose of a vehicle.³⁸

B | DSS Requires Customers to Complete a Complex and Confusing Process to Retrieve a Vehicle

The process for retrieving an impounded vehicle is lengthy and confusing to many customers. As discussed below, some of the steps required in this process are inconsistent, poorly explained, or not operationally necessary.

³⁸ As mentioned in the Background, the City is authorized to dispose of a vehicle within 18 days (or 21 days for “boot” impoundments) of receiving it at the pound, provided the City has sent a notice of pending disposal to the owner.

DSS Provides No Complete and Timely Source of Information on How to Find and Retrieve Impounded Vehicles

DSS provides resources to help customers determine whether their vehicle has been towed, where it has been towed, and how to retrieve it. Yet, as shown in Figure 16, no single resource provides information that is both complete (i.e., draws information from all pound locations at once) and timely (i.e., provides immediate, real-time information about whether the vehicle is at a pound location). Without complete and timely information, the customer may not clearly understand how to locate their vehicle. This forces some customers to make multiple phone calls to confirm the locations of their cars or wait until DSS uploads paper records into CPD's Hot Desk application, which can sometimes take hours.³⁹

"Would like to state that [the vehicle retrieval] process is extremely difficult and given the technology available, it should not be difficult to navigate through this."

- *OIG Complainant*

Figure 16: No Single Customer Resource to Locate Impounded Vehicles Was Both Complete and Timely at the Time of OIG's Engagement

	Complete (draws information from all pound locations)	Timely (immediately reflects impoundments)
Find Your Vehicle Webpage	✓	✗
311	✓	✗
Calling Individual Pound Phone Numbers	✗	✓

Source: OIG illustration of information available via DSS websites and phone numbers.

Customers have three options for locating a missing vehicle that may have been towed:

- **Searching on DSS's Find Your Vehicle webpage:** Customers enter search information such as license plate number, vehicle make, or the vehicle's last known location. This service does not have information about an impounded vehicle until this has been uploaded into CPD's Hot Desk application.
- **Calling 311:** The City's 311 service does not have an automated option for impoundment information, so customers must wait to speak to an operator. Like the Find Your Vehicle

³⁹ City of Chicago, "Find Your Vehicle," accessed February 10, 2025, <https://webapps1.chicago.gov/vehiclesearch/>. As explained in Finding 2.A, the length of time this process takes varies. 72.7% of sampled impoundments at URT-operated pounds took longer than 30 minutes to upload into Hot Desk; 30.7% took over 2 hours. By contrast, only 3.4% of sampled impoundments at the DSS-operated Central took longer than 30 minutes to upload.

webpage, the operator only has access to a vehicle's impoundment information if DSS staff has already been uploaded into Hot Desk.

- **Calling DSS's Central or URT's auto pounds switchboard:** A separate DSS webpage lists three phone numbers for towed vehicle inquiries, but does not specify where calls to each of these lines go.⁴⁰ The page expressly describes the first two numbers as available for "24 hour inquiries, seven days per week." However, when OIG called these two numbers during business hours in November 2024, it was directed to voicemail. When OIG called the third number, it was on hold for 30 minutes and, ultimately, did not speak to an employee.
 - 312-744-7550 connects to the DSS-operated Central directly. Staff on this line can tell customers whether the vehicle has been impounded there, regardless of whether this information has been uploaded into Hot Desk yet. However, they have no information if the vehicle has instead been impounded at a URT-operated pound.
 - 312-744-4444 connects to a URT switchboard. This service can tell customers whether their vehicle has been impounded at the URT-operated Sacramento or Doty, regardless of whether this information has been uploaded into Hot Desk yet. However, the phone number provides no information if vehicle was instead impounded at the DSS-operated Central.
 - 312-744-PARK (7275) connects to the City of Chicago's Ticket Help Line. This provides automated, recorded information on vehicle boots and impoundments.

A customer who cannot find their vehicle may not know whether it has been towed at all, let alone which resource to consult first. Attempting to locate a missing vehicle using these resources may require multiple phone calls and extended waiting periods.

DSS has also published impoundment-related webpages, accessible from the Bureau of Traffic Services homepage, whose information is variously redundant, incomplete, contradictory, or out-of-date:⁴¹

- **"Auto Pound Locations"** suggests calling 311 and links to Google maps of the City's auto pounds and the Find Your Vehicle webpage, but does not include contact information for the pounds.⁴²
- **"Towing Information; Towing Process"** does not explain where vehicles are towed, whom to contact to locate a vehicle, or how to retrieve it.⁴³
- **"Common Towing Questions"** links to a static, out-of-date passage from the MCC that has since been amended. It also states that customers can pay for vehicle retrievals by cash or credit card, but does not stipulate that customers who are not listed as the vehicle owner must pay in cash, which is the pounds' actual practice. It also states, "If you are the owner[']s representative, you will need to present an original, notarized letter from the owner giving you permission to act on their behalf," even though in practice the pounds will also release vehicles if the retrieving person is listed on the vehicle's insurance, has the same last name, or lives at the same address as the registered owner. Lastly, as of this

⁴⁰ City of Chicago, "Relocated & Towed Vehicle Information," accessed March 6, 2026, https://www.chicago.gov/city/en/depts/streets/provdrs/traffic/svcs/relocated_towed_vehicleinformation.html.

⁴¹ City of Chicago, "Traffic Services (Vehicle Removal/Towing & Special Events Enforcement)," accessed March 6, 2026, <https://www.chicago.gov/city/en/depts/streets/provdrs/traffic.html>.

⁴² City of Chicago, "Auto Pound Locations," accessed March 6, 2026, https://www.chicago.gov/city/en/depts/streets/provdrs/traffic/svcs/auto_pound_locations.html.

⁴³ City of Chicago, "Towing Information; Towing Process," accessed March 6, 2026, https://www.chicago.gov/city/en/depts/streets/provdrs/traffic/svcs/overview_of_towingprocess.html.

writing, this page lists outdated towing and storage fees that do not reflect the increases passed in December 2025.⁴⁴

Taken together, these resources create a potentially confusing and sometimes inaccurate information environment. Customers cannot be sure where to go to retrieve their vehicle and what documentation to bring with them. This can compound customers' frustration with the retrieval process.

VIP Impoundments are Not Consistently Defined and Require Customers to Unnecessarily Go to Two Locations

As described in the background above, the MCC states that certain infractions—even if unrelated to the movement or parking of a vehicle—may result in vehicle impoundment.⁴⁵ DSS and CPD refer to these as Vehicle Impoundment Program (VIP) impoundments. These infractions require owners to pay an administrative penalty before retrieving their vehicle in addition to the towing and vehicle storage fees.

As an initial matter, the City has not consistently defined the specific infractions that lead to a VIP impoundment. A DSS internal list of VIP infractions matches applicable violations listed in the MCC, yet the violations listed on two VIP-related webpages are incomplete. This suggests that these resources are not being proactively managed to ensure they provide accurate information to the public, which could potentially lead to confusion about what does or does not constitute a VIP violation. Figure 17 compares the infractions identified by the MCC, DSS's internal list, and two VIP-related City webpages.⁴⁶ Only four infractions are noted on all four of these resources.

⁴⁴ City of Chicago, "Common Towing Questions," accessed March 6, 2026, https://www.chicago.gov/city/en/depts/streets/supp_info/common_towing_questions.html.

⁴⁵ City of Chicago, Municipal Code, § [2-14-132](#).

⁴⁶ City of Chicago, Municipal Code, § [2-14-132](#); City of Chicago, "Vehicle Impoundment Program Reforms," accessed June 2, 2026, https://www.chicago.gov/city/en/sites/newstartchicago/home/vehicle_impoundment_program_reforms.html; City of Chicago, "Vehicle Impoundment Fact Sheet," accessed June 2, 2026, https://www.chicago.gov/city/en/depts/ah/supp_info/vip/vip_fact_sheet.html.

Figure 17: DSS Published Information on VIP Infractions that Was Inconsistent with the MCC

	Infraction per MCC	DSS List of Violations	VIP Reforms Webpage	VIP Fact Sheet Webpage
Altered Vehicle Registration (9-80-220, 9-76-160)	✓	✓	✓	✗
Bus Loading and Unloading (9-48-050)	✓	✓	✗	✗
Drag Racing (9-12-090, 9-12-095)	✓	✓	✓	✗
Drifting (9-12-100, 9-12-105)	✓	✓	✗	✗
Driving Under the Influence (7-24-226)	✓	✓	✗	✓
Drug-Related Offenses (7-24-225)	✓	✓	✓	✓
Exhaust System (9-76-140)	✓	✓	✗	✗
False Disability Parking Device (9-80-225)	✓	✓	✗	✗
Fleeing and Eluding Police (9-92-035)	✓	✓	✗	✗
Fly Dumping (7-28-390, 7-28-440, 11-4-1410)	✓	✓	✗	✓
Firearm-Related Offenses (8-20-070)	✓	✓	✓	✓
Fireworks (Non-Personal Use) (15-20-270)	✓	✓	✓	✓
Funeral Procession Reckless Driving (9-32-040)	✓	✓	✗	✗
Illegal Livery (9-112-640, 9-114-420, 9-115-240)	✓	✓	✗	✗
Mobile Food Vehicle Noise (7-38-115 (c-5))	✓	✓	✗	✗
Non-Highway Vehicles on Streets (9-12-110)	✓	✓	✗	✗
Solicitation (8-8-060)	✓	✓	✓	✓
Sound Device/Loud Music (No longer an impoundable offense in MCC)	✗	✗	✗	✓
Suspended/Revoked License (9-80-240)	✓	✓	✓	✗
Unlicensed Ambulance (4-68-195)	✓	✓	✗	✗
Unlicensed Tow Operator (4-227-140)	✓	✓	✗	✗

Source: Municipal Code of Chicago § [2-14-132](#), City of Chicago Website, and DSS. At the time of OIG's engagement, DSS provided an incomplete internal list of VIP infractions, but has since updated this to match the MCC.

Whether an infraction leads to a VIP impoundment is important, because the City requires owners to pay or contest VIP administrative penalties on-site at the City's Central Hearing Facility at 400 W. Superior St. before going to retrieve their vehicles from Doty or Sacramento. The Central Hearing Facility is open Monday through Friday from 8:30 a.m. to 4:30 p.m., in contrast to the pounds which are open 24 hours every day. This facility is located 18 miles from Doty and 4 miles from Sacramento.

Unlike VIP impoundments, vehicle owners are allowed to pay fines related to parking tickets and vehicle boots directly at the pounds, without the need to go to the Central Hearing Facility, even though these types of violations are otherwise similar to the list of VIP infractions. The fact that customers cannot resolve VIP impoundment-related fines at the pounds alone, as they can parking and boot-related fines, is therefore a program inconsistency without a clear basis in law.

There also does not appear to be a clear operational reason for requiring customers to visit the Central Hearing Facility in addition to the pound at which their vehicle has been impounded. DSS's and DOF's procedures for processing vehicle retrievals at the Central Hearing Facility are similar to those at the pounds:

1. First, vehicle owners speak with DSS employees at a service counter who verify their ownership of the impounded vehicle, calculate the applicable fees, and print the impoundment record.
2. Vehicle owners then go to a second service counter to pay those fees to DOF staff.
3. DSS provides owners with proof-of-payment receipts they must then take with them to the pound to actually retrieve their vehicles. If the vehicle is not retrieved from the pound that day, the owner will owe additional storage charges.



The City's Central Hearing Facility is located at 400 W. Superior St. Source: Public Building Commission, <https://pbcchicago.com/projects/400-w-superior-building/>.

DSS and DOF staff use the same data resources to process VIP impoundments at the Central Hearing Facility that pound-based staff use to process all other impoundments. In other words, there is no technological or procedural advantage to processing these impoundments at the Central Hearing Facility.

DSS stated that it is important to co-locate its VIP processing on-site with DOL's offices at 400 W. Superior St. This is ostensibly to resolve difficult questions of vehicle ownership, which typically come up in cases of altered vehicle registrations. However, DSS also acknowledged that it only seeks DOL's help in about six cases per week, and that when this happens it communicates with DOL via email or phone rather than in-person, thus negating any compelling need for physical proximity.

DSS management stated that the City's former Department of Revenue historically processed VIP impoundments at the Central Hearing Facility. Now that DSS manages the impoundment program,

it has maintained VIP processing operations in the same place. When asked whether the pounds could process VIP impoundments directly at the pound sites instead, DSS expressed concern that this could increase crowding at the pounds, but acknowledged that it would be operationally possible.

URT-Operated Pounds Make Scheduling a Hearing to Contest an Impoundment More Difficult

Because URT's IT system does not interface with City databases, customers at the contractor's pounds face a more burdensome experience scheduling an administrative hearing. DSS staff at Central can use the City's Administrative Hearings Management System software to schedule hearings for customers. However, URT staff at Doty or Sacramento cannot do the same. Instead, URT staff must call Central or the O'Hare auto pound and request that DSS staff schedule hearings, a process which DSS estimates takes an additional 30 minutes.

This disconnect between URT and City IT systems creates a service inequity that ultimately breaks down along geographic lines. The DSS-operated Central serves only the city's Central Business District. Notably, Central receives only vehicles towed for parking violations, not abandoned vehicles or those impounded for unpaid fines or for MCC violations under the VIP. Moreover, owners are far more likely to retrieve vehicles from Central.

DSS Does Not Clearly Communicate the Documents Necessary to Retrieve a Vehicle and Inconsistently Requires Customers to Provide Them

The MCC states, "[T]he owner or other person entitled to possession of a vehicle impounded . . . may obtain immediate release of the vehicle by paying the full amount of the applicable towing and storage fees[.]"⁴⁷ The MCC does not describe how to determine whether a person other than the owner is entitled to take possession of the vehicle. DSS's "Common Towing Questions" webpage states that customers retrieving a vehicle must provide evidence of ownership or permission with one or more of the following documents:

- Valid vehicle title;
- Current vehicle registration card;
- Bill of sale that is not more than 30 days old;
- Vehicle lease agreement if vehicle is leased; or
- Notarized permission letter from the owner if the person retrieving does not own the vehicle.⁴⁸

⁴⁷ City of Chicago, Municipal Code, [9-92-080](#).

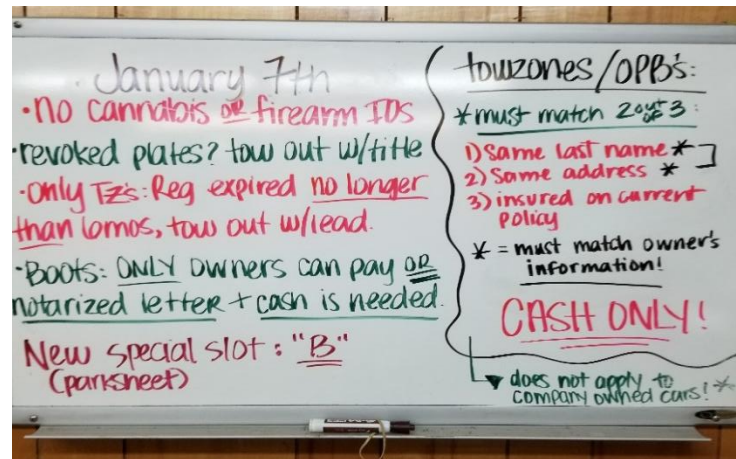
⁴⁸ City of Chicago, "Common Towing Questions," accessed March 6, 2026, https://www.chicago.gov/city/en/depts/streets/supp_info/common_towing_questions.html.

"This [documentation] part of the process is completely complicated, and staff are unable to articulate what is needed."

- *OIG Complainant*

Conversely, staff could also require some customers to provide more stringent documentation. For example, one customer filing a complaint with OIG alleged that, in their initial visit to a pound, the desk clerk requested Illinois tax and title documentation before releasing the vehicle because it was registered out of state, but in a subsequent visit another desk clerk released the vehicle without requiring those documents. Requirements for organizational entities are even less straightforward; when OIG went to retrieve a vehicle that had been impounded, it was asked to provide articles of incorporation and to pay with a business credit card. Without clear policies and procedures specifying exactly which documents are required and acceptable, DSS risks raising unfair or unnecessary hurdles to customers attempting to retrieve their cars.

But in practice, staff at Doty, Sacramento, and Central may offer customers flexibility. The pounds allow customers who are not listed on the vehicle ownership or registration to retrieve a vehicle if they are listed on the vehicle insurance policy or have the same last name and address as one of the registered owners. This is shown in the photo below of a staff-facing whiteboard at Sacramento. This option is not documented in any written policy or web source.



A whiteboard at Sacramento reminds staff of documentation to request before releasing a vehicle.

Available Payment Options Not Clearly Communicated Prior to Arrival at Pound

The pounds also require any customer who is not listed as an owner on the title or registration to pay their towing and storage fees in cash. DSS stated that this practice was instituted in response to repeated allegations that customers were committing credit card fraud, which DOF confirmed. This payment practice was not documented in any written policy at the time of OIG's engagement, and was not available on any public-facing web source as of this report's publication.

"After a four-hour process, I was instructed to pay the required fees in cash because I was not the registered owner and furthermore denied even with my certified letter as power of attorney. Imagine my confusion when I encountered this omission of information. The cashier . . . was argumentative and told me to come back tomorrow."

- *OIG Complainant*

Customers may therefore arrive at the pound expecting to retrieve their vehicle using a credit card, only to learn they must pay in cash. There is no ATM on-site at Central, Doty, or Sacramento. This means that customers who arrive without enough

cash in hand must travel to another site to procure the funds—potentially without the use of a vehicle—before returning to the pound. Because towing and storage fees can amount to hundreds of dollars, credit card payments might provide customers some flexibility if such funds are not immediately accessible to them. Cash requirements remove that flexibility, which could disproportionately impact customers with limited access to cash.

“I don’t understand if your systems show that my stickers, license, plates, registration, and insurance is all up to date, why do I need to get out of line to go to my car to retrieve said items to turn back around and have to get in line again. It’s a waste of time and this is one of the reasons for the long lines. It’s unnecessary.”

- *OIG Complainant*

Because the pounds operate without documented procedures, pound staff are poorly equipped to explain and request only the documentation and payment methods that are strictly necessary for a customer to retrieve a vehicle. This creates the risk that staff may provide flexibility to some customers but not others or make requests that create an unnecessary customer burden. Customers therefore may experience confusion and frustration with this aspect of the retrieval process, as reflected in complaints to OIG.

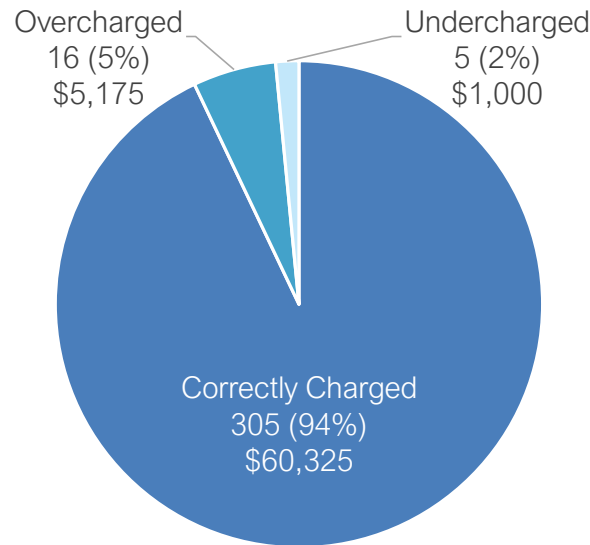
Further, the burden of engaging in this process could cause customers to delay retrieving their vehicle or scheduling an administrative hearing on the impoundment, which could lead to higher storage fees.

C | The Auto Pounds Sometimes Collect Incorrect Towing and Storage Fees

While the majority of fees collected at the pounds accurately reflect the towing and storage fees incurred, errors or misstatements affected 23, or 7%, of the 326 vehicle retrievals that OIG reviewed.⁴⁹ These errors are broken down in Figure 18.

⁴⁹ Of the 385 impoundments OIG initially randomly sampled, 58 vehicles were not redeemed, meaning the owners were not charged towing and storage fees. One additional receipt packet was totally illegible. OIG opted to remove that impoundment from the sample, leaving 326 sampled impoundments for its payments analysis.

Figure 18: Pound Customers Were Correctly Charged in 93% of Reviewed Payments. Errors Were Most Often Due to Improperly Charging Towing and Storage to Owners of Stolen Vehicles



Error	Amount	Error Location	Explanation for Error	Pound
Undercharge	(\$500.00)	DOF Receipt	Unclear from record; DSS could offer no explanation	Sacramento
Undercharge	(\$250.00)	DSS Receipt	Unclear from record; DSS could offer no explanation	Central
Undercharge	(\$175.00)	DOF Receipt	Unclear from record; DSS could offer no explanation	Sacramento
Undercharge	(\$50.00)	DSS Receipt	Inaccurate tow fee assessment	Sacramento
Undercharge	(\$25.00)	DSS Receipt	Inaccurate days of storage calculation	Central
Overcharge	\$1,150.00	DSS Receipt	Stolen vehicle improperly charged towing and storage	Doty
Overcharge	\$600.00	DSS Receipt	Stolen vehicle improperly charged towing and storage	Doty
Overcharge	\$475.00	DSS Receipt	Stolen vehicle improperly charged towing and storage	Sacramento
Overcharge	\$450.00	DSS Receipt	Stolen vehicle improperly charged towing and storage	Doty
Overcharge	\$400.00	DSS Receipt	Stolen vehicle improperly charged towing and storage	Doty
Overcharge	\$375.00	DSS Receipt	Stolen vehicle improperly charged towing and storage	Doty
Overcharge	\$325.00	DSS Receipt	Stolen vehicle improperly charged towing and storage	Doty
Overcharge	\$325.00	DSS Receipt	Stolen vehicle improperly charged towing and storage	Sacramento
Overcharge	\$325.00	DSS Receipt	Stolen vehicle improperly charged towing and storage	Sacramento
Overcharge	\$225.00	DSS Receipt	Stolen vehicle improperly charged towing and storage	Sacramento
Overcharge	\$225.00	DSS Receipt	Stolen vehicle improperly charged towing and storage	Sacramento
Overcharge	\$200.00	DSS Receipt	Stolen vehicle improperly charged towing and storage	Sacramento
Overcharge	\$25.00	DOF Receipt	VIP tow charged storage for day that office was closed	Sacramento
Overcharge	\$25.00	DOF Receipt	Storage charged based on time of tow, not impoundment	Doty
Overcharge	\$25.00	DOF Receipt	Storage charged based on time of tow, not impoundment	Sacramento
Overcharge	\$25.00	DOF Receipt	Storage charged based on time of tow, not impoundment	Sacramento

Source: DSS and DOF payment records. Percentages may not sum to 100 due to rounding.

At each pound location, desk clerks calculate a customer's towing and storage fees based on the number of days their vehicle was impounded. After this, cashiers employed by DOF's cashing contractor, SP Plus, collect this amount from customers. In some cases, customers may pay boot fees or other fines along with their towing and storage fees at a DOF payment center (such as the Central Hearing Facility where VIP impoundments are processed) before resolving their impoundment at the pound. Therefore, either desk clerks—employed by DSS or URT—or cashiers at DOF payment centers may calculate a customer's towing and storage fees, meaning any of these actors could be responsible for errors or inaccuracies.



An example of customer service windows at the auto pounds.

Some of the inaccuracies observed in the sample were due to manual calculation processes that create opportunities for human error. For example, DSS does not charge weekend storage fees for VIP impoundments because the VIP office is not open on those days.⁵⁰ Desk clerks manually tally the number of days impounded to calculate storage fees. In one instance, SP Plus staff under DOF incorrectly included storage fees for a weekend, leading to the customer being overcharged by \$25.

Other errors occurred because DOF and DSS document impoundments differently. For instance, when a customer pays at a DOF payment center, DOF sometimes incorrectly overcharges customers by using the tow date to calculate storage time, rather than the date the vehicle arrived at the pound. If the City tows a vehicle late in the evening and it arrives at the pound after midnight, DSS uses the impoundment date—one day later than the tow date—to calculate the storage fees. DSS does not verify the accuracy of the fees assessed by DOF, only the fact that they were paid.

Some customers were also improperly charged towing and storage fees for stolen vehicles. An MCC amendment waived all towing and storage fees for vehicles reported stolen at the time of their impoundment as of April 27, 2022.⁵¹ Payment records show that 12 impoundments after that date were nevertheless charged these fees, which the customers paid. DSS management stated that, in order to waive fees, they require customers to bring the CPD stolen vehicle case information to the pound. That information is not captured in PremierOne nor on the paper inventory forms. Some eligible customers do not bring this paperwork. Therefore, these customers must either leave the pound to retrieve this paperwork or pay the fees and then contest them through an administrative hearing.

⁵⁰ The VIP office is also closed on City holidays. However, DSS *does* charge customers for storage on those days, even though they have no means of retrieving their vehicles on City holidays since they are required to resolve the impoundment fees at the VIP office first. This is another example of an operational inconsistency that adds to the difficulty and frustration of retrieving vehicles.

⁵¹ City of Chicago, Municipal Code, § 9-92-080 (b)(v).

Further, DSS stated that its practice is to charge towing and storage fees to insurance and car companies retrieving stolen vehicles, even when CPD documentation clearly identifies these cars as having been stolen. This practice has no basis in the MCC and appears to have been developed by way of an unwritten agreement between DSS and CPD.

Fee calculation mistakes—along with restrictions on payment options—can financially harm customers, especially if they do not have ready access to cash or credit.

| Recommendations

4. DSS reported that since OIG's engagement for this audit, it has updated its PremierOne database and intake process and continues to make refinements to its data systems. As part of these updates, DSS should ensure its IT system:
 - a. creates a digital perpetual pound inventory that includes all impounded vehicles across all pound locations (i.e., Doty, Sacramento, Central, O'Hare, and the CPD Auto Pound);
 - b. includes clear vehicle dispositions (i.e. whether the vehicle was redeemed, disposed, or remains on the lot);
 - c. automatically calculates fees based on vehicle weight and storage time (with applicable waivers for stolen vehicles); and
 - d. notifies CPD of vehicle impoundments. Insofar as LEADS or Hot Desk access may be necessary to do this, DSS should work with its contractor, CPD, and DOL to ensure that access privileges across the program are lawful and consistent.
5. As part of its IT system improvements, DSS should hold the contractor accountable to the contract requirement of using an inventory system that "interfaces seamlessly with any City system to which it must communicate." Meeting this contract requirement would ensure that DSS has immediate access to the impoundment information it needs, and that customers are able to request administrative hearings from the pounds.
6. DSS should develop auto pound operating policies and procedures that include,
 - a. the minimum required and acceptable documentation for proving ownership for each impoundment type;
 - b. steps for documenting MCC-required vehicle, owner, and payment information in the digital database;
 - c. the process for how and when to close out records in the digital database; and
 - d. procedures for filing claims of property damage from customers.
7. DSS should coordinate with DOF and the payment contractor to ensure a shared understanding of payment policies and that those policies are clearly communicated to customers prior to arrival at the pound.
8. DSS should coordinate with DOF to ensure all vehicle owners are charged for storage time consistently beginning with the time the vehicle arrives at the pound.
9. DSS should consolidate all relevant customer-facing impoundment information to a central source and ensure this clearly communicates documentation needed to retrieve a vehicle and what steps to take if this is not available.
10. DSS should work with DOF and if necessary, the Department of Administrative Hearings, DOL, and CPD to restructure Vehicle Impoundment Program operations to allow customers to resolve relevant violations at the auto pounds when they retrieve their vehicles.

| Management Response

4. *"a and b: DSS completed the interface between the vendor's TowPLUS system and PremierOne effective March 1, 2025, providing the City with access to impoundment information across all applicable pound locations. PremierOne currently records vehicle disposition information, including whether a vehicle has been redeemed, disposed of, or remains impounded. Accordingly, this functionality has been fully implemented and operation for ≈1.5 years, the recommendation appears to address an issue that no longer exists and is already satisfied by existing operations.*
 - c. TowPLUS currently calculates applicable towing and storage fees. DSS is also working with DTI to incorporate fee calculations into PremierOne, including applicable waivers.*
 - d. DSS is coordinating with CPD and DTI to complete the interface with HotDesk so that CPD receives appropriate impoundment information. DSS employees are prohibited by the Illinois State Police from accessing LEADS; therefore, any solution will be structured consistent with applicable access restrictions.*
5. *"The contractor has consistently supported establishing an interface between its system and City systems. Previous budget limitations and City information-security requirements, including firewall restrictions, prohibited implementation. With the development of PremierOne, those issues have been addressed and an interface between the City's system and the contractor's system is now in place.*

Customers are also currently able to request Administrative Hearings from the auto pound, which is the method used to schedule most hearings. Accordingly, DSS believes the contractual and customer-access objectives identified in this recommendation have been and are currently being met as of March 1, 2025.
6. *"DSS agrees with the recommendation because the practices it identifies are already in place and part of current auto pound operations. The recommendation largely formalizes processes DSS currently performs rather than identifying operational practices that need to be established. DSS will ensure these existing practices are clearly reflected in existing auto pound operating procedures and customer-facing materials:*
 - a. Required proof-of-ownership documentation is communicated through notices issued for impounded vehicles and information displayed at auto pounds.*
 - b. Required vehicle, owner, and payment information is documented in PremierOne as of March 1, 2025.*
 - c. PremierOne automatically closes records based on the applicable vehicle disposition as of March 1, 2025.*
 - d. Information regarding how customers may file property-damage claims is available at auto pounds and through the DSS '[Common Towing Questions](#)' webpage and the City Clerk's website.*

Accordingly, DSS agrees with the substance of the recommendation because these requirements reflect the Department's existing operations.

- 7. "DSS will coordinate with DOF and the payment contractor regarding payment and vehicle-redemption requirements. DOF regulates the City's collection and payment policies; therefore, any revisions to acceptable forms of payment, required documentation, or related payment procedures will be based on changes agreed to and authorized by DOF. Following that determination, DSS will document the applicable requirements and ensure the updated information is clearly communicated to customers before they arrive at an auto pound, including through the DSS Common Towing Questions webpage and other appropriate customer-facing materials.*
- 8. "DSS provides DOF with the impound date for all vehicles towed. DSS will coordinate with DOF to reinforce a consistent application of storage-fee requirements among DOF employees and payment-contractor personnel, including that storage fees are calculated based on the number of days a vehicle is impounded, inclusive of the date of impoundment and the date of release.*
- 9. "DSS will coordinate with DTI and DOL to consolidate relevant customer-facing impoundment information into a single, centralized webpage in coordination with DOF. The webpage will clearly identify the documentation required to retrieve a vehicle, payment and hearing information, and the steps available to customers when required documentation is unavailable.*
- 10. "DSS will facilitate discussions and convene meetings with DOF, the Department of Administrative Hearings (DOAH), DOL, and other relevant parties to determine whether it is feasible to modify Vehicle Impoundment Program processes to allow customers to resolve applicable violations and make required payments at the auto pound when retrieving their vehicles. Any policy governing these processes would need to be developed and established by DOF and DOAH, consistent with their respective authorities. Any resulting changes would also be subject to applicable legal, technology, staffing, and payment-processing requirements."*

Appendix A | Tow Report Example

DEPARTMENT OF STREET AND SANITATION VEHICLE TOW REPORT 24-00141523

1. Tow Truck No.	2. Ward/District	3. Driver	4. SS No. /S.S.T. No.																																										
5. Reason For Tow (Check One): ☐ 9-92-030(d) / 9-80-110 Abandoned Vehicle ☐ 9-92-030(d)/9-80-110 Hazardous or Dilapidated Vehicle ☐ 9-92-030(d)/9-80-110 Public Way No Registration 2-Day ☐ 9-92-030(a) Disabled-Obstruction to Traffic ☐ 9-92-030(b) Unattended - Hazard or Obstruction to Traffic ☐ 9-92-030(c) / 9-64-020 Obstruction to Traffic ☐ 9-92-030(c) / 9-64-050 Handicapped Zone ☐ 9-92-030(c) / 9-64-100 Fire Safety ☐ 9-92-030(c) / 9-64-110 Public Way ☐ 9-92-030(c) / 9-64-120 Parking on City Property ☐ 9-92-030(c) / 9-64-140(b) Common Carrier Stops & Stands ☐ 9-92-030(c) / 9-64-130(b) Alley Restrictions ☐ 9-92-030(c) / 9-40-060 Parked on Bicycle Path ☐ 9-92-030(c) / 9-64-150(b) Public Safety ☐ 9-92-030(c) / 9-64-160 Curb Loading ☐ 9-92-030(c) / 9-64-170 Large Vehicle ☐ 9-92-030(c)/9-80-080(a) Vehicle on Display for Sale ☐ 9-92-030(c) / 9-80-130 City Owned Parking ☐ 9-92-030(e) Metered Space Over 24 Hours ☒ 9-92-030(f) Designated and Marked Tow Zone ☐ 9-92-030(f) Street Cleaning Posted Tow Zone ☐ 9-92-030(f)/9-64-060(a) 3am-7am Dec 1 - Mar 31 Posted Tow Zone ☐ 9-92-030(f) / 9-64-070 Snow Route ☐ 7-28-780(c) Public Nuisance-Parked in a Vacant Lot ☐ OTHER _____																																													
6. Location of Vehicle (Number & Street)		ON:	7. Other Violation:																																										
8. Vehicle Year	9. Vehicle Make		10. Body Style	11. Color																																									
12. V.I.N.																																													
13. City License No.	City	Exp MO/YR	14. State License	State	Exp MO/YR NONE																																								
15. Tow Type																																													
16. Vehicle Inventory Description																																													
EXTERIOR <table border="0"> <tr> <th>Yes</th> <th>No</th> </tr> <tr> <td>Doors Locked</td> <td>X</td> </tr> <tr> <td>Exterior Damaged</td> <td>X Explain in Remarks</td> </tr> <tr> <td>Glass Broken</td> <td>X Explain in Remarks</td> </tr> <tr> <td>Wheels Missing</td> <td>X #:</td> </tr> <tr> <td>Other - Specify</td> <td></td> </tr> </table> <table border="0"> <tr> <th>Yes</th> <th>No</th> <th>UTO</th> </tr> <tr> <td>Engine Missing</td> <td></td> <td>X</td> </tr> <tr> <td>Transmission Missing</td> <td>X</td> <td>X</td> </tr> <tr> <td>Other - Specify</td> <td></td> <td></td> </tr> </table>		Yes	No	Doors Locked	X	Exterior Damaged	X Explain in Remarks	Glass Broken	X Explain in Remarks	Wheels Missing	X #:	Other - Specify		Yes	No	UTO	Engine Missing		X	Transmission Missing	X	X	Other - Specify			ENGINE COMPARTMENT		INTERIOR <table border="0"> <tr> <th>Yes</th> <th>No</th> </tr> <tr> <td>Interior Damaged</td> <td>X</td> </tr> <tr> <td>Keys with Car</td> <td>X</td> </tr> <tr> <td>Other - Specify</td> <td></td> </tr> </table> <table border="0"> <tr> <th>Yes</th> <th>No</th> </tr> <tr> <td>Interior Damaged</td> <td>X</td> </tr> <tr> <td>Keys with Car</td> <td>X</td> </tr> <tr> <td>Other - Specify</td> <td></td> </tr> </table>		Yes	No	Interior Damaged	X	Keys with Car	X	Other - Specify		Yes	No	Interior Damaged	X	Keys with Car	X	Other - Specify	
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17. Personal Property in Vehicle		(If Yes, describe in Remarks)																																											
18. Property Inventory No.																																													
19. Remarks																																													
20. Tow Requested By Name/Signature			Badge/ID No.		Date/Time																																								
21. Re-Checked By			Recheck Status	Name/Signature	Badge/ID No.																																								
22. Driver's Signature			Driver's #		Date/Time																																								
23. Vehicle Disposition (Circle One)																																													
(TOWED / GOA / RTO)																																													
Inventory No. _____		Pound No. _____		RD # _____	Date/Time _____																																								

Appendix B | Motor Vehicle Inventory Report Example

MOTOR VEHICLE INVENTORY REPORT				YEAR	MAKE	BODY STYLE	COLOR	VIN			
ODOMETER READING				STATE LICENSE PLATE			STATE	MON/YR EXPIRE			
PROPERTY INVENTORY NUMBER				UNIT		ARRIVED AT POUND DAY MONTH YEAR		CITY LICENSE NO. CITY MO/YR EXP			
RECOVERED BY - NAME				STAR NO. UNIT		RECOVERED FROM BEAT ADDRESS		HOME TELEPHONE			
NAME OF DRIVER				TRUCK NO.		OWNER'S NAME		7108974			
ENTERED INTO COMPUTER BY				DELETED BY		OWNER'S ADDRESS		INVENTORY NO.			
POST TOW HEARING YES NO				CITY		STATE		ZIP CODE TIME RECEIVED			
DATE OF HEARING DAY - MO - YR TIME				REASON TOWED		POUND		YARD LOCATION			
VEHICLE INVENTORY				ENGINE COMPARTMENT				INTERIOR			
EXTERIOR NO YES DOORS LOCKED ☐ ☒ EXTERIOR DAMAGED ☐ ☒ (Explain in remarks) GLASS BROKEN ☐ ☒ (Explain in remarks) HUB CAPS MISSING ☐ ☒ No _____ TIRES MISSING ☐ ☒ No _____ APPARENT TIRE SWITCH ☐ ☒ No _____ WHEELS MISSING ☐ ☒ No _____ SUN ROOF MISSING ☐ ☒ D.N.A. T-TOP MISSING ☐ ☒ D.N.A. OTHER - SPECIFY _____ TRUNK LOCKED ☐ ☒ TRUNK LOCK PUNCHED ☐ ☒ SPARE TIRE ☐ ☒ Unknown TOOLS IN VEHICLE ☐ ☒ Unknown OTHER - SPECIFY _____				YES NO ENGINE MISSING ☐ ☒ BATTERIES MISSING ☐ ☒ CARBURATOR MISSING ☐ ☒ ALTERNATOR / GENERATOR MISSING ☐ ☒ AIR CLEANER MISSING ☐ ☒ RADIATOR MISSING ☐ ☒ TRANSMISSION MISSING ☐ ☒ AIR CONDITIONER COMPRESSOR MISSING ☐ ☒ OTHER - SPECIFY _____				NO YES KEYS IN CAR ☐ ☒ No 0 IGNITION DAMAGED / PULLED ☐ ☒ SEATS MISSING ☐ ☒ No 0 SEAT CUSHIONS MISSING ☐ ☒ REAR SEAT CUSHION PULLED ☐ ☒ RADIO MISSING ☐ ☒ CD PLAYER IN CAR ☐ ☒ TV / DVD IN CAR ☐ ☒ DASHBOARD DMGD / MISSING ☐ ☒ LAPTOP IN CAR ☐ ☒ CELLULAR PHONE IN CAR ☐ ☒ GPS UNIT IN CAR ☐ ☒ MP3 PLAYER IN CAR ☐ ☒ PDA IN CAR ☐ ☒ OTHER - SPECIFY _____			
INVENTORIED BY				DATE POUND CLERK RECEIVED FILE							
STOLEN VEHICLE IDENTIFICATION ☒ DRIVABLE ☐ NOT DRIVABLE DATE NOTIFIED BY PHONE TIME PERSON NOTIFIED LOCAL OR FOREIGN STEAL NOTIFIED BY - NAME - STAR / EMPLOYEE NO.				R.D. NO. DATE TRANSFERRED CHARGES FROM TO RECEIVED BY - NAME - STAR / EMPLOYEE NO.							
REMARKS				SPECIFY/ DESCRIBE MISSING OR DAMAGED DOORS, FENDERS, HOOD, BUMPERS, ETC.							
HOLD ☒ NO ☐ YES IF YES ☐ 5 DAY ☐ EXTENDED REASON				PURCHASER NAME ADDRESS RELEASED TO - NAME ADDRESS							
DISPOSITION OF VEH.				DRIVERS LICENSE NO. IDENTIFICATION USED FOR RELEASE RECEIPT NO. AMOUNT \$ RELEASED BY - NAME STAR / EMPLOYEE NO. DATE RELEASED TIME							
STOLEN AUTO CHECK				DATE MADE MADE BY - NAME SECRETARY OF STATE CHECK MADE BY - NAME							



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