

ANNEX IV

CITY OF NEW YORK/U.S. DEPARTMENT OF STATE TOWED VEHICLE PROCEDURE

For reasons set forth in the Parking Program, the City of New York may tow vehicles licensed by the U. S. Department of State. Such vehicles will be released by the City of New York upon request of OFM/NY provided the following:

- (1) The vehicle is owned or leased by a diplomat, a consular officer, a Mission, a Consulate, a United Nations official with diplomatic status ("UN Official") or the United Nations. (If OFM does not have current insurance information, proof of insurance must be presented to OFM/NY before the release is requested.)
- (2) If the vehicle is a rental, the rental agreement must be signed by a diplomat, a consular officer or a UN Official, and OFM/NY must receive a copy of that rental agreement for verification. A copy of the rental agreement must also be presented at the towing facility.

Such vehicles will be released without precondition of payment of parking fines, penalties or interest, or payment of towing, storage and other applicable fees.

OFM/NY will not request release for:

- (1) Any vehicle registered to persons or entities other than diplomats, consular officers, Missions, Consulates, UN Officials and the United Nations.
- (2) A vehicle registered to a private citizen that is "rented by" or "on loan to" a diplomat, consular officer, Mission, Consulate, UN Official or the United Nations, even if a written agreement for such use exists.
- (3) A vehicle whose description does not match that of the vehicle for which U.S. Department of State plates were issued.

Callers regarding such vehicles will be instructed to contact New York City Department of Finance HelpLine at (718) 422-7800 for routine handling.

A vehicle that is not properly registered and/or not properly insured will not be permitted to be removed from a tow facility, except that the registrant may arrange for such vehicle to be towed from the tow facility to a location where such vehicle legally may be stored. No vehicle, including a vehicle with Department of State license plates, may be operated in the City of New York unless it is properly registered and properly insured under the requirements of the appropriate authority.

Obtaining the Tow's Voucher Number

If a vehicle has been towed in Manhattan, the registrant or his/her/its representative should first call (212) 971-0770 or 971-0773 to confirm the vehicle is on site at the tow facility. The caller should be prepared to describe the vehicle using the license plate number and the color, make, model and year of the vehicle. The caller should then request the voucher number of the towed vehicle. Once the voucher number is obtained, the caller may contact OFM/NY to request release of any vehicle that OFM/NY determines meets the criteria contained in this Annex.

During Normal Working Hours

During normal working hours (Monday through Friday, 8 A.M. to 5 P.M.), the caller should contact OFM/NY's tow-release line at (212) 826-4504 and leave a message with the voucher number, license plate number, vehicle description (color, make, model and year), the location and approximate time of towing, and a call back number. Failure to leave the necessary information will cause delays.

OFM/NY will arrange, with the City of New York, the release of any vehicle that it determines meets the criteria contained in this Annex. The release normally takes approximately an hour to process.

Outside Normal Working Hours

Outside normal working hours, the caller should obtain the voucher number (above) and dial the United States Department of State Operations Center at (800) 979-9331. The caller should: (1) ask the Operations Center to contact the OFM New York Duty Officer, and (2) provide a name and contact telephone number. The Operations Center will provide that information to the OFM/NY Duty Officer, who will return the call and solicit the necessary information.

Obtaining the Vehicle

After the release of a vehicle is requested, the registrant or his/her/its representative should proceed to the towing facility to obtain the vehicle. The facility for all Manhattan tows is located at Pier 76, on 12th Avenue at approximately 38th Street. Persons seeking the release of vehicles should bring their driver's license and other identification with them, as well as the applicable license plate number and voucher number.

Upon entering the facility, the registrant or his/her/its representative should ask to see the Window Supervisor for a diplomatic release. Proof of current registration and insurance must be presented to the Window Supervisor at the tow facility before such vehicle will be allowed to be driven away from the tow facility. If proof of registration and insurance cannot be provided to the Window Supervisor, the registrant or his/her/its representative must arrange for removal of the vehicle from the tow facility by other means.

Boroughs Outside Manhattan

On rare occasions, vehicles may be towed in other boroughs or from one borough to a tow facility in another borough. The only changes to the procedure involve the telephone number to call to obtain the voucher number, and the location of the facility. The various telephone numbers are listed below. When requesting the voucher number, the caller should also ask for directions to the tow facility in question.

Bronx

Mon-Fri: 8 AM - 9 PM

Saturday: 8 AM - 3 PM

Sunday: Closed

(718) 585-1385 or (718) 585-1391

745 East 141st Street between Bruckner Expressway & East River

Queens

Mon-Fri: 8 AM - 6 PM

Saturday: 7 AM - 3 PM

Sunday: 12 PM - 8PM

(718) 786-7122, (718) 786-7123 or (718) 786-7136

Under the Kosciusko Bridge at 56th Road & Laurel Hill Boulevard

Brooklyn*

Mon-Fri: 8 AM - 9PM

Saturday: 8 AM - 4 PM

Sunday: 12PM - 8PM

(718) 694-0696

Brooklyn Navy Yard; entrance is at corner of Sands Street & Navy Street

*Staten Island -- cars towed from Staten Island may be recovered from the Brooklyn tow facility noted above

Towing at Airports

Most tows at the various airports are done by private contractors at the request of the airline. Such tows are considered to have occurred on private property and towing charges must be paid under all circumstances to obtain the vehicle's release.

In some instances, the tow is done by the Port Authority Police, in which case a free release of the vehicle may be available. To obtain information regarding either possibility at the airports, call the Port Authority Police at the following numbers:

JFK:	(718) 244-4335
La Guardia:	(718) 533-3900
Newark:	(973) 961-6230