

Arterial Tow Customer Bill of Rights

1. During non-rush hours the towing agent must tow your vehicle to the requested destination. During rush hours (Monday - Friday, 7 a.m. to 10 a.m. & 4 p.m. to 7 p.m.) or when road conditions dictate and by authorization of the Commanding Officer Highway District, the towing agent may limit the requested destination to one within the borough of occurrence, or the borough that the provider maintains his/her vehicle storage facility.
2. An itemized invoice/receipt must be provided to you by the towing agent, with a breakdown of all applicable charges. You have the right to consider cost when selecting destination.
3. Payment can be made by cash or credit card (the towing agent must accept MasterCard or Visa). If you are unable to make payment, the towing agent has the right to tow your vehicle to its facility and secure it (a daily storage fee may be charged) until payment is arranged.
4. If you are not present at vehicle site, the towing agent has the right to tow such vehicle to its facility upon receiving authorization from a Police Officer or a Traffic Enforcement Agent that such vehicle is abandoned or in a dangerous location.
5. The consumer has the right to make minor repairs to his/her own vehicle (change tire, anti-freeze/oil) at the site of the breakdown provided the vehicle is on the shoulder, not in a dangerous location, does not impede traffic and such repairs are not otherwise prohibited by posted signs. Any repair must be completed within 15 minutes.

Complaints may be forwarded to:

NYC Police Department
Highway District Arterial Tow Program
198-15 Grand Central Parkway
Hollis, NY 11423
(718) 217-3529 Mon-Fri 7 a.m. thru 2 p.m.
Dial (718) 706-6062 or 311 other times