

Trespass Towing Analysis

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What is trespass towing?

The towing or removal of a vehicle from private property **without the vehicle's owner permission.**

The vehicle's owner is required to travel to a lot to pay a fee and retrieve their vehicle.

The Process

You park your vehicle



Written authorization is not needed between 2am and 9am or in the case that your vehicle is blocking access

Property owner authorizes tow in writing

Towing company files report to police

The data is collected and stored in a database

Your vehicle is towed to a storage lot

At the lot you pay a fee to receive vehicle



The Data



dataMontgomery

Trespass Towing Report

- Trespass tows since July 1, 2021
- Includes records of:
 - Date and location
 - Car make and model
 - Reason for tow
 - Towing company
- Published publicly to dataMontgomery on a monthly basis

A History of Towing

https://a1-3x.github.io/towing_timeseries/

https://a1-3x.github.io/tow_monthly_avg/

https://a1-3x.github.io/tow_monthly_deriv/

https://a1-3x.github.io/tow_projection/

https://a1-3x.github.io/tow_treemap/

Complaints

What if you feel you were wrongfully towed?

- Unauthorized tow
- Poor signage
- Excessive retrieval cost
- Predatory towing victim

Predatory towing
unethical or illegal methods of towing a vehicle

What if you feel you were wrongly towed?

What you need:

- Tow invoice
- Violation description
- Internet access*

Complaint Information

Describe your complaint. (Do not include sensitive personal data such as credit card numbers, bank account numbers, etc.)*

Transaction Type*
Select One

Payment Method*
Select One

Transaction Date

Did you sign a contract? If Yes, please mail in a copy of the contract. *

Yes
 No

Date First Complained To Business. If there are additional dates, please indicate in 'Describe your complaint...' above.*

Name of Person Contacted *

Title of Person Contacted:

Did s/he respond? *
 Yes
 No

Is there a pending court action? *
 Yes
 No

Have you submitted this matter to an attorney or another agency? *
 Yes
 No



Form



Investigation



Results



- Full or partial refund
- Citation issued
- Promise to change practices

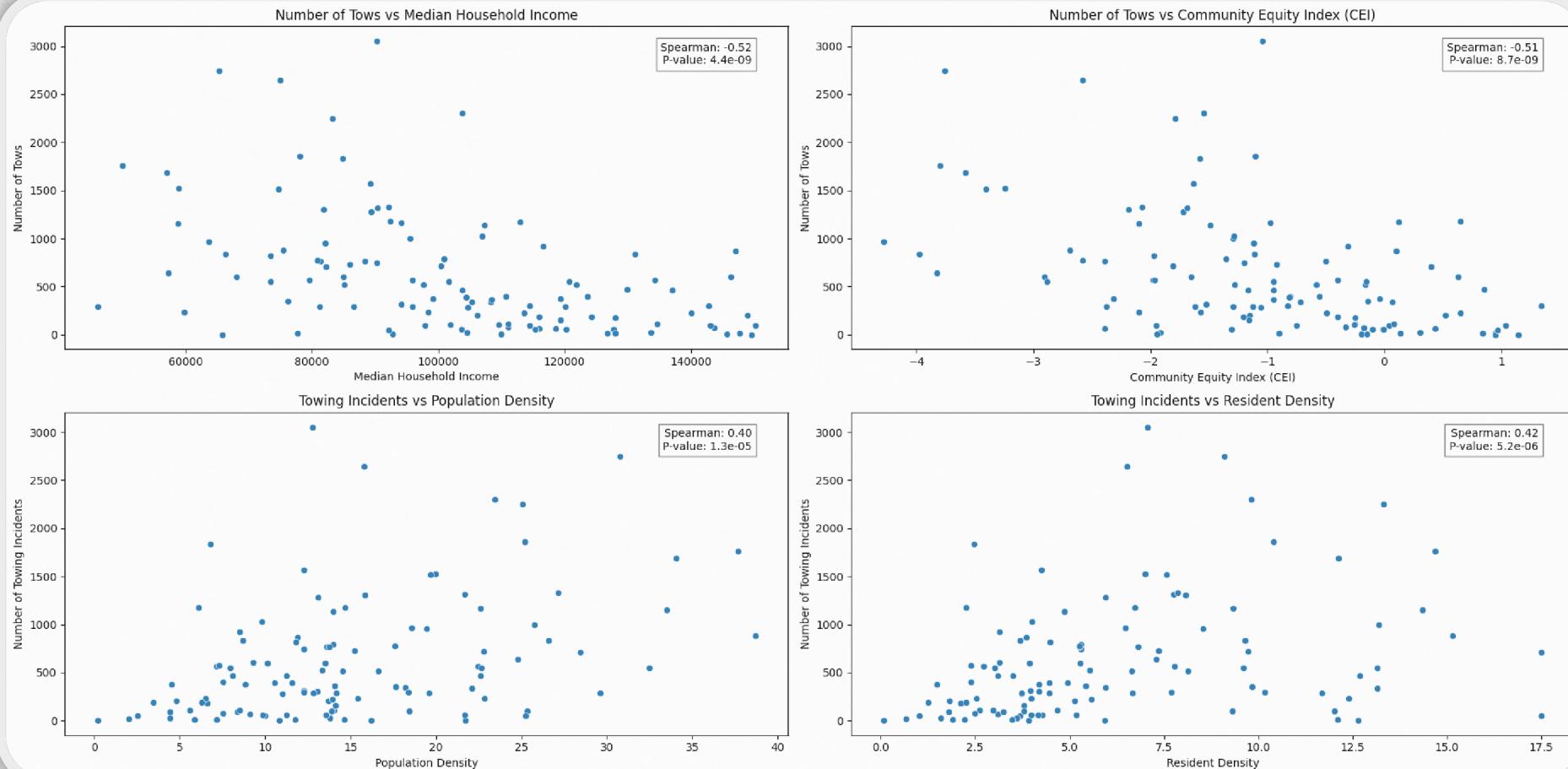
- Merchant offers explanation
- Consumer withdraws complaint

Additional Data

Additional Data: Outside Sources

- [CEI Scores](#) - **Community Equity Index**
- [ACS Data](#) - **American Community Survey**
- [EPA Locations](#) - **Environmental Protection Agency's Smart Locations Dataset**

Correlations



The **number of cars** towed from a census tract is more highly correlated with the **median household income**, **language spoken at home**, and **CEI score** than with population or resident density.

https://a1-3x.github.io/tow_bubbles/

Bringing the Data Together: The Dashboard

Lessons Learned

The need for more data:

- Time of tow and lot location
- Surveys
- Encouragement of complaints

The need for community outreach:

- Education on rights and regulations
- Awareness of towing practices
- Data-driven solutions

How did you learn about us? *

Select One

- Select One
- Advertisement
- Attorney/Lawyer/Legal Service Provider
- Consumer Ed Event
- County Website
- Friend/Word of Mouth
- Internet Search
- MC311/Other Government Agency
- Newspaper
- Previous Use
- Radio
- Social Media/Community Listserv
- TV
- Other

Towr App



<https://towr.netlify.app>

Tow Watch App



<https://towwatch.vercel.app/>

TowDist Tool

<https://towdist.vercel.app/>



Tow Company Rankings



<https://towrank.netlify.app/>

Thank you!