



WHAT TO DO ABOUT ABANDONED VEHICLES

STEP 1 - 311

Report Vehicle



Monday - Friday
7 a.m. - 6 p.m.

Saturday
8 a.m. - 1 p.m.



CallCenter@RiversideCA.gov



(951) 826-5311*

* Se Habla Español

Download the 311 App
Submit 24 Hours a Day, 7 Days a Week



The City of Riverside's 311 Call Center Will Ask for 4 Details:



License Plate



Location



Description of
the Vehicle



What Is the Issue and for
How Long Has it Been an Issue?

311 Will Check if the Vehicle Is Stolen

Has the Vehicle Been
Identified as Stolen?

YES



IMMEDIATE
RPD Inspection and Tow

NO

Are There Community
Caretaking Factors Present That
Would Justify Towing the Vehicle?
Examples: Vandalism, Unable to Secure,
Health & Safety Concerns

YES



RPD Service Request
Will Be Created
See Page 3 for More Details

NO



Parking Service Request Will Be Created
See Page 2 for More Details

STEP 2 - Parking Services

What Happens When Towing an Abandoned Vehicle Is Not Necessary to Achieve a Community Caretaking Function?



Parking Service Request will Be Created
Inspection Will Take Place Within 2 Business Days

On the Day of Inspection, Parking Services Will



Check
License
Plate



Check if There Are Community
Caretaking Factors Present

Examples:
Vandalism, Unable to Secure,
Health & Safety Concerns



Place
Yellow Tag
on Vehicle

Has the Vehicle Been
Reevaluated as Stolen or
in Violation of Community
Care?

YES



Inspection Will Be
Reassigned to RPD
See Page 3 for
More Details

NO



Parking Services Will Reinspect Vehicle
3 Business Days After the Initial Inspection

Has the Vehicle
Been Moved?

YES



Service Request
Will Be Closed

NO



RPD Service Request Will Be Created
See Page 3 for More Details

STEP 3 - RPD



What Happens When an Abandoned Vehicle Has Been Reassigned to RPD?

On the Day of Inspection, RPD Will



Check
License
Plate

Check if There Are Community Caretaking Factors Present



Examples:
Vandalism, Unable to Secure,
Health & Safety Concerns

NO

Are There Community Caretaking Factors
Present That Would Justify Towing the Vehicle?

YES



The Owner of the Vehicle Will Be
Contacted to Determine if Abandoned



Vehicle Will Be
Towed

Has Contact Been Made With the Owner?

YES

NO



Tow Coordinator Will Become Involved
• Certified Letter to Owner



The Owner of the
Vehicle Will Be
Given Options to
Prevent Towing

7 BUSINESS DAY RECHECK:
Has Contact Been Made With the Owner?

YES

NO



• 2nd Certified Letter to Owner

7 BUSINESS DAY RECHECK
(14 DAYS AFTER RPD'S FIRST ATTEMPT
TO CONTACT OWNER):
Has Contact Been Made With the Owner?

YES

NO



Vehicle Considered
Abandoned and
Will Be Towed

Estimated Minimum
Timeframe to Complete
This Process: 20 Days