



# Sheboygan County Sheriff's Office



## New Gas Drive-off Procedure

As a result of an increase in accidental gas drive-offs, the Sheboygan County Sheriff's Office will no longer be dispatched immediately to a gas drive-off. We will be asking the business owner or management to follow the appropriate steps, as outlined below:

After examining gas drive-off complaints over the last two years, we have found that a majority of the complaints are a civil issue (ie., bad card reader or cashier forgetting to ring it up during an in-store purchase). Of the remaining complaints, there were a high number with insufficient information, such as no make, model or license plate of the suspect vehicles. Ultimately, we are asking for more work on your end in order for us to better utilize our resources within the agency.

As a result, the new procedure for gas station personnel, effective December 1<sup>st</sup>, will be:

- Obtain vehicle registration information via DOT (Department of Transportation) by registering at [www.dot.wisconsin.gov/drivers/forms/mv2896.pdf](http://www.dot.wisconsin.gov/drivers/forms/mv2896.pdf) or by calling 1-608-266-7253. There is a fee per plate.
- Send a certified letter to the registered owner describing the incident and requesting reimbursement
- If there is no response from the owner, the station may complete a mail-in report, but only for those cases where the personnel can articulate an incident that appears intentional and not a mistake or employee error. This report should contain the vehicle plate, driver description and a copy of any video surveillance that may be available.
- Upon receipt of this letter, a Deputy will review the information and follow up with the registered owner. In these cases the reporting person shall agree to be available for prosecution, if needed. (An example of this may be when a person hangs the pump up on a nearby garbage can after pumping gas to avoid the notification to the inside employee).

Finally, the Sheboygan County Sheriff's Office has discussed the benefits of businesses requiring pre-pay or pay at the pump. This is required in some cities in Wisconsin and many other states throughout the country. Requiring pre-pay effectively reduces any theft or loss to the business. This is especially helpful with bad card reader issues or cashiers not asking-the customer if they pumped gas. There are no other crimes that come to mind that have such a simple solution. The Sheboygan County Sheriff's Office would support any businesses decision that requires pre-pay or pay at the pump.