

DT2 Towing

Plan of Operation Supplement

January 20, 2026

As a supplement to the Plan of Operation on file for its Towing Premises License, DT2 Towing submits this Plan of Operation Supplement as follows:

1. Existing and to Continue

- a. **Restriping Client Parking Lots and Verifying Signage:** DT2 Towing has and will continue to repaint its business customer parking lots when needed and verify that appropriate signage (with contact information for company and the applicable Wisconsin Statutes) is posted at the parking lots.
- b. **Discounts for Seniors & Veterans:** Discounts to senior citizens and veterans when they reclaim vehicles will continue to be offered.
- c. **Service Recordings:** DT2 Towing has and will continue to utilize body cameras and additional cameras on its trucks and at the storage yard to record its services.
- d. **Customer Payment Options:** Customer payment options by cash or credit card (plus processing fees) are communicated.

2. Operational Updates

- a. **Updated Signage at Premises:** DT2 Towing will prominently post inside the premises the customer payment options of cash or credit card (plus processing fees).
- b. **Updated Signage on Trucks:** On every truck DT2 Towing will post the company name, its phone number, and the customer payment options of cash or credit card (plus processing fees) (by one or more signs).
- c. **Service Recordings:** DT2 Towing will also utilize smart glasses for its drivers.
- d. **Reinforced Training:** DT2 Towing will periodically train employees on customer interactions, presenting the payment options, and deescalating tense situations.
- e. **Customer Payment Options:** Customer payment options by cash or credit card (plus processing fees) will be communicated verbally and with signage.
- f. **Customer Experience Options:** Customers may schedule an appointment in advance to be accompanied by one other individual (name to be provided when scheduling) to reclaim vehicles. This does not apply to minor children who may be with the customer at any time.