

# *Kingsport Police Department*



## *Wrecker/Towing Service Regulations and Standards*

November 2012

# *Wrecker / Towing Service Standards and Regulations*

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Effective Date 11 29 12 Authority Gale Osborne



# **Policy and Procedure**

**A. Purpose of Standards and Regulations**

To establish policy, procedures, and regulations for members of the Kingsport Police Department (KPD) and wrecker/towing service companies concerning standards and to further ensure the safe and efficient removal, storage, and safekeeping of any and all vehicles being towed by and placed into custody of such wrecker/towing service company.

**B. Declaration of Policy**

It is the policy of the Kingsport Police Department to establish standards and utilize only those wreckers/towing service companies whose equipment, procedures, and services conform to the following rules, regulations, and standards. These measures will ensure the following for the citizens, who use the roads and highways in the city of Kingsport:

1. That the wrecker/towing service is reputable, reliable, possesses adequate equipment, and qualified employees.
2. That the wrecker/towing service is properly licensed and insured; and
3. That the wrecker/towing service charges a fair, equitable, and reasonable rate for services rendered.

It shall further be the policy of the Kingsport Police Department to allow any qualified, as determined by this policy, wrecker/towing service company an opportunity to submit an application for inclusion on the rotation list. By submitting an application for inclusion on the rotation list, a wrecker/towing service company agrees and understands that the provisions contained in the manual shall strictly govern its initial and continuing inclusion on the rotation list. Inclusion on the rotation list is strictly voluntary and should be considered to be a privilege and not a right.

The Kingsport Police Department shall periodically review the provisions of the manual and shall reserve the right to amend, as deemed necessary, any affected part(s) or section(s). The Chief of Police shall be the final authority in all policies, procedures, and regulations governed by this Wrecker/Towing Service Regulations and Standards, commonly referred to as the manual.

**C. Discussion**

In the course of providing traffic law enforcement related services to the City of Kingsport, it is frequently necessary to obtain the services of a wrecker/towing service company due to incidents such as traffic accidents, criminal activity, abandoned vehicles, etc. Occasionally, the owner/operator of a vehicle to be towed is not present to request a particular wrecker/towing service; therefore, a KPD rotation wrecker will be utilized. It

shall be the responsibility of officers to adhere to policy set forth in this order and for participating wrecker/towing service companies to adhere to the following standards and regulations. It shall be the responsibility of the Chief of Police or his designee for administration and maintenance of the order. Any modifications, alterations, or changes shall be approved by the Chief of Police. All members of KPD requiring the assistance of a wrecker/towing service company shall abide by the procedures and guidelines set forth in this order. This policy shall not be construed in any way to conflict with any city ordinance, state, or federal law.

***D. Definitive Terms***

In this order, the term wreckers, tow trucks, or rollbacks are synonymous in general, but not specifically.

***E. Application Procedures for Inclusion on the Rotation List***

1. Wrecker/Towing Service proprietors wishing to have their service included on the police department rotation list shall submit a written request to the Chief of Police and complete an application packet.
2. Wrecker/Towing Service company owner/operator must be licensed and registered to do business in the State of Tennessee and City of Kingsport and must furnish proof to KPD with their application.
3. Wrecker/Towing Service drivers must possess a valid Tennessee driver's license with the proper classifications for the class of wrecker/tow truck being operated. The company will provide KPD with a list of all employees who will be required, at any time, to drive a wrecker/tow vehicle. The list shall contain the full name and driver's license number of each driver. KPD will conduct a license check of each driver and if any driver is found to be revoked, suspended, or cancelled, the company will be notified. Such employee will not be permitted to respond or drive any wrecker/tow truck to any call initiated by KPD until the employee has satisfied all requirements and the license has been reinstated.
4. The wrecker/towing service will be responsible for maintenance of their respective list and will notify KPD of any changes to the list (i.e. new employee, employees leaving the business, etc.) and supply the appropriate information.
5. If any driver of a wrecker/towing service company on the KPD Rotation List is found to be operating a wrecker/tow vehicle on a revoked, suspended, or cancelled license, and KPD has not been notified by the company, this shall be considered cause for removal from the Rotation List, in addition to charges that may be placed against the driver.
6. The wrecker/towing service company shall notify KPD in writing of any misdemeanor or felony arrest that involves crimes of violence, theft, fraud, sale or

distribution of drugs, bodily injury and other crimes of dishonesty, or DUI committed by its drivers. Failure to do so, shall be grounds for removal from the Rotation List.

7. At the time of initial application, governed by the provisions of this order, fingerprints of all owners and drivers will be furnished to KPD in order for a Criminal History Background Check to be conducted. Fingerprints will not be required to be submitted after the initial Background Check unless the wrecker/towing service is removed from the Rotation List, voluntarily or otherwise. Additionally, any time a new driver is hired, his/her fingerprints will be submitted in accordance with the above procedures.
8. Neither wrecker/towing service company owners nor drivers shall be allowed to participate on the Rotation List, if they have been convicted of a felony which has occurred after July 1, 1988.
9. If a wrecker/towing service company owner or driver is currently approved as set forth herein and is found to have been convicted of a felony on or after July 1, 1988, the person may request a hearing with KPD prior to being removed from the Rotation List.
10. If the fingerprint background check or other information received by KPD indicates that a wrecker/towing service company owner or driver has been convicted of a felony, which in KPD's determination might affect public safety, such owner or driver shall not be approved for the Rotation List.
11. If a wrecker/towing service company owner or driver is convicted of a felony after the date they are placed on the Rotation List, KPD shall remove the company or driver from the list upon receiving notification of the conviction. Such notification shall be made in writing.
12. Wrecker/Towing service companies not willing to comply with these requirements will not be considered for the rotation list.

***F. Administrative Requirements***

1. Any wrecker/towing service company utilized by KPD shall be properly licensed; have a city permit; be insured; and maintain a city address and business location.
2. Each wrecker/towing service company shall maintain policies of insurance according to the minimum limits set forth. Each policy shall be in the name of the wrecker/towing service company or its owner and shall include coverage for towing and storage. The policy shall be effective for a minimum of a twelve (12) month period. It is not the intent of KPD to limit the wrecker/towing service to the type and amount of insurance required herein.

3. All wrecker/towing service storage facilities shall be inspected by KPD and a certificate of insurance filed before being placed on the KPD Rotation List.
4. Insurance must be sufficient to compensate for any loss of/or damage to property entrusted to the wrecker/towing service company with minimum coverage as follows:
  - a) minimum vehicle liability amounts:
    1. Class A & D      \$250,000
    2. Class B            \$500,000
    3. Class C            \$750,000
  - b) minimum garage keepers liability amounts to cover loss by fire, theft, etc.:
    1. \$25,000      single policy
    2. \$50,000      if policy includes “on-hook” coverage
  - c) minimum “on-hook” single policy coverage:
    1. Class A & D      \$25,000
    2. Class B            \$65,000
    3. Class C            \$100,000
  - d) wrecker/towing service companies “on-hook” coverage may be provided by the garage keepers liability policy. It may also be provided as a separate policy, dependent upon the underwriter. The minimum rates established by this order are in no way intended to limit the amount of coverage deemed appropriate by owners.
5. Wrecker/Towing Service operators shall submit a certificate of coverage to the Chief of Police or his designee.
6. Annual renewal of policies:
  - a) certificates of insurance must be submitted to the Chief of Police prior to the renewal date
  - b) wrecker/towing service companies shall notify the Chief of Police immediately if a policy has been cancelled
  - c) the owner of the wrecker/towing service company shall make written notification of any changes in insurance coverage (i.e. changing of companies, vehicles, etc.), to the Chief of Police within ten (10) days prior to the change
7. Wreckers/ tow vehicles and storage lots shall be inspected by KPD 45 days prior to renewal.

8. Violation of any of the above insurance requirements or regulations shall be cause for suspension or removal from the KPD Rotation List.

**G. Tow and Storage Rates**

1. The Kingsport Police Department has established tow rates for each class. These rates are competitive and have been established from a city wide average of current rates being charged. These rates shall remain in effect until Standard Operating Procedure is revised.

2. MAXIMUM RATES:

	<u>Off-Road** Winching Per Hour</u>	<u>Dollies</u>	<u>Daily Storage</u>	<u>Basic Towing/ Hourly Rate</u>	<u>Hourly rate per add'l employee needed</u>	<u>After Hrs. Release</u>
Class A	\$45	\$30	\$30	\$110	\$50	\$35
Class B	\$55	\$30	\$30	\$110	\$50	\$35
Class C	\$190	\$85	\$30	\$250	\$50	\$35
Class D	N/A	N/A	\$30	\$110	\$50	\$35

\*\$35-tractor; \$35-trailor

\*\*Off-Road Winching means winching required on a vehicle that is off the main traveled portion of the roadway and the adjacent shoulder. (ex: over an embankment; across a guardrail; across or in a cable barrier; in a creek, river, other body of water; or any other hazard). It does not include winching of vehicles for positioning. (ex: pulling vehicles apart, vehicle against guardrail, etc.)

- A. Hourly rates begin one hour after arrival “at scene”. Wrecker companies may charge a daily storage rate if they store a vehicle at least three hours per day. Most tows require no more than one hour to complete. If, however, a tow requires additional time above the hour, the wrecker company should be compensated for their additional time at the established rate.
- B. Hourly rate shall not be charged for merely standing by and not utilizing equipment. When wreckers are required to wait at the scene for functions to be performed by other emergency personnel, one-half (1/2), of the hourly rate established by this order, may be charged but not exceeded.

Example: A class “A” wrecker responds to an accident scene and emergency personnel have to complete work which prevents the wrecker from completing the tow and the wrecker merely stands by at the scene not utilizing any equipment, then the company may charge \$110.00 for the basic tow, but only \$55.00 per hour of stand-by.

Incidents where wrecker companies respond and then have to stand-by for longer than an hour shall be reported by the company to the Chief of Police or his designee. The Chief shall assign an investigation of said complaints in attempt to prevent such incidents.

- C. Rates established by this order shall not include wreckers using equipment to deal with hazardous materials; however, rates shall be fair and equitable to all involved parties. Specialized equipment rates are not governed by the previous established rates set forth in this order.

A wrecker operator may dispatch additional specialized equipment, which may include wreckers equipped with hydraulic capabilities, only after arrival at the scene, assessing the need for such equipment and informing the investigating officer of the need.

- D. A wrecker operator who uses a higher class wrecker to tow a vehicle in a lower classification shall charge towing rates equitable to the lower class rate.
- E. The Chief of Police shall remove from the Kingsport Police Department Call List any wrecker company whose tow rates are excessive and whose rates do not meet the guidelines of this Standard Operating Procedure. Disputes over service charges may be settled by the Chief of Police or his designee. If the company does not agree to the judgment of that hearing and refuses adjustment, the company may be suspended or removed from the list.
- F. The vehicle owner/operator shall be responsible for payment of towing and related service charges. Payment should be rendered prior to delivery or release of the vehicle by the towing company, unless agreed to by the company and the owner/operator.
- G. Owner/operator of wrecker services shall sign an agreement stating that they have been provided with a copy of this policy, and have read and understand the Wrecker Service Policy.
- H. Upon successful completion of the requirements of this policy, the Chief of Police shall have the wrecker service added to the call list.
- I. Wrecker service companies shall keep records of all services and charges made as the result of any police call-out. Records for towing/storage shall be maintained for a minimum of two (2) years for inspection by KPD on request.

***H. Inspection***

- A. All wreckers shall be inspected by KPD before being placed on the Rotation

List, and thereafter shall be inspected annually. Inspections may also be made by KPD based upon complaints by members of the department, the public, or those with a vested interest.

1. Wreckers passing inspection shall be affixed with a sticker/decal indicating the date of expiration.
  2. Wreckers not passing an inspection shall be given five (5) days to come into compliance. If the wrecker does not pass the subsequent inspection, the wrecker/towing service may be subject to suspension from the rotation list until compliance is met.
- B. Records of vehicles towed and charges of calls resulting from the KPD Rotation List shall be open to inspection by authorized police personnel.
- C. The Chief of Police shall investigate or direct police personnel to investigate all complaints of service and/or charges.

**I. Equipment and Vehicle Requirements**

- A. It is preferred that Wrecker/Tow Service Companies have at least two units capable of highly efficient performance.
1. Wrecker companies must have at least one (1) boom type wrecker to be eligible for the Rotation List.
  2. If a wrecker company responds with a Class “D” wrecker on their own decision then realizes the tow cannot be completed with the Class “D” wrecker and has to respond a Class “A”, no additional charges may be placed for the time and expense to respond a Class “A” wrecker.
- B. Appearance of all wreckers shall be good with equipment painted, name of company and phone number lettered at least 3” high on both sides. Magnetic signs shall not be permitted.
- C. All wreckers shall have fenders and mud flaps as required by law.
- D. All wreckers shall have at least one amber-colored flashing light mounted on top of the wrecker, visible 360 degrees. Flashing lights shall be visible for at least 300 feet. No other color shall be approved by the department. All emergency flashers and directional signals showing to the front shall be amber in color.
- E. Sirens shall be prohibited.
- F. All wreckers shall comply with all State and local vehicle safety laws.

- G. Wreckers shall meet the requirements of the “Classification” section of this policy.
- H. The following additional equipment shall be required for all classes:
1. One (1) heavy-duty push broom.
  2. Flood lights to illuminate scene at night.
  3. Safety chains/safety restraint straps.
  4. One (1) shovel.
  5. One (1) axe.
  6. One (1) pinch bar, pry bar, or crowbar.
  7. One (1) set of bolt cutters.
  8. Minimum of one (1) 20 lb. or two (2) 10 lb. class ABC Underwriter Laboratory approved fire extinguisher(s).
  9. Minimum of fifty (50) pounds of fluid absorption compound

**J. Wrecker/Tow Vehicle Classifications**

- A. *Class A*: a wrecker that has the capacity to tow or pick up passenger cars, pick-up trucks, or objects that are similar in size.
- a. Have a minimum manufacturer’s capacity of one (1) ton
  - b. Boom capacity of not less than four (4) tons
  - c. Power winch pulling capacity of not less than four (4) tons
  - d. One hundred (100) feet or more of 3/8 inch cable
  - e. Belt-type cradle tow plate or tow sling to pick up vehicles. Cradle of tow plate to be equipped with safety chains.
- B. *Class B*: a wrecker that has the capacity to tow or pick up medium size trucks or objects that are similar in size.
- a. Tow truck shall have a minimum manufacturer’s capacity of one and one half (1 ½) tons.
  - b. Boom capacity of not less than six (6) tons
  - c. Power winch pulling capacity of not less than ten (10) tons
  - d. Two hundred (200) feet or more of at least 7/16 inch cable
  - e. Cradle tow plate or tow sling to pick up vehicles. Cradle of tow plate to be equipped with safety chains.

- C. *Class C*: a wrecker that has the capacity to tow or pick up large trucks, semi and trailers or objects that are similar in size.
  - a. Tow truck shall have a minimum manufacturer's capacity of not less than three (3) tons
  - b. Boom capacity of not less than fifteen (15) tons
  - c. Power winch pulling capacity of not less than thirty (30) tons
  - d. Two hundred (200) feet or more of 9/16 inch cable or larger
  - e. Airbrakes so constructed as to lock all wheels automatically upon failure.
  
- D. *Class D*: a flatbed rollback that has the capacity to tow or pick up passenger cars, pick-up trucks, or objects that are similar in size.
  - a. Rollback trucks shall have a minimum manufacturer's capacity of one (1) ton
  - b. Power winch pulling capacity of not less than four (4) tons
  - c. Fifty (50) feet of 5/16 inch cable
  - d. If rollback truck is equipped with a tow plate, it must be equipped with a belt-type cradle or tow sling to pick up vehicles. The cradle of tow plate will be equipped with safety chains.

**K. Storage Facilities**

- A. Wrecker service companies shall be equipped to provide a fenced lot or building for proper and safe storage in compliance with all state and local laws.
  - 1. The storage facilities shall be located within the city limits or within the one (1) mile police jurisdiction outside of the corporate limits, as provided by state law. If the storage lot is outside the city limits, then an inside city business address must be maintained.
  - 2. The wrecker service shall be responsible for the storage, safe keeping, and prevention of vandalism of the vehicle and contents.
  - 3. The storage facility shall be staffed between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday.

**L. Call and Notification Procedures**

- A. When an officer is dispatched to a collision, motor assist, abandoned vehicle, etc. which requires the need for a wrecker, the officer will request the "next in line" or "by request of owner" from the dispatcher advising the resting position and situation of the vehicle(s). The dispatcher will contact the

appropriate wrecker/towing service company and document on the wrecker log.

- B. Upon arrival of wrecker/tow truck, the investigating officer shall direct the wrecker to a location to standby until all emergency workers are clear from the vehicle to be towed. At such time that it is safe to load or hook-up the vehicle to be towed, the officer or designee shall direct the wrecker operator to begin work and shall monitor maneuvers, especially backing to ensure that persons are out of the path of the wrecker.
- C. Upon owner/operators request for a preferred wrecker, the officer shall notify the dispatcher of such request; and the owner/operator will be requested to sign the officer's inventory form showing that such request was made. This may include wrecker companies not on the list, and not in the city limits, however, timely response (30 min) by the wrecker shall be required.
- D. Fire/Rescue agencies arriving before the Police on the scene of any medical situation may request dispatchers to send a particular type or closest wrecker to assist in the stabilization/rescue efforts. Responding officers shall be notified by radio of such requests.
- E. In case of an extreme emergency, the nearest wrecker shall be called and goes to the bottom of the rotation list. Fire/Rescue agencies arriving before the Police on the scene of any medical, rescue, or hazardous material situations may request dispatchers to send a particular type or closest wrecker to assist in the stabilization/rescue efforts. Responding officers shall be notified by radio of such requests.
- F. Soliciting or recommending a wrecker service by any member of the Kingsport Police Department shall be prohibited.
- G. A periodic review of the wrecker log shall be made. If such log reflects any discrepancies, an investigation shall be conducted. If the investigation reflects that policies or procedures were violated by a departmental employee, the employee may be subject to corrective action pursuant to city policy.
- H. If no contract exists, the next wrecker in line shall be called for city-owned vehicles. Phone contact with personnel at the city garage shall be completed prior to towing a city vehicle.

**M. Dispatcher Procedures/Records**

- A. In the event a wrecker is needed by this department and no request for a certain wrecker has been made by the owner/operator, the next wrecker scheduled in line shall be called.
- B. There are two (2) rotation lists, one for accidents, broken down vehicles and one for abandoned/junk vehicles. Each wrecker company is on each list. Calls shall be made on a rotating basis, if feasible and practical. If not, the nearest wrecker shall be sent. (See Section 55-8-159 b, T.C.A.). Generally, but not exclusively, city limits of the City of Kingsport serve as boundaries for the wrecker service.
- C. If the owner/operator of a vehicle requests a certain wrecker, that wrecker shall be called. The wrecker shall be required to respond in a reasonable time (30 min). The dispatcher will then mark the wrecker log: "Rotation List, R" (for request) and officer's number. Example: R/101. The wrecker being called shall not lose his turn the next time around. A log shall be maintained regarding special requests.
- D. The only exception to this procedure shall be in the event of an emergency (person pinned in a vehicle, a life or death situation, or a major traffic tie-up, when the nearest wrecker shall be called). The dispatcher shall mark the log, the wrecker being called shall then lose his turn the next time around.
- E. If the owner/operator requests any automobile agency, and such agency does not have an approved wrecker, or contact with an approved wrecker, the next wrecker in line shall be called. The wrecker operator shall be notified of the owner's request telling him what automobile agency will get the vehicle.
- F. The Kingsport Police Department shall be notified in writing of any contracts between wrecker services and automobile agencies. In order to expedite and stream line dispatcher duties, Central Dispatch shall be notified which car dealerships the companies have contracted with to provide towing services. A separate list may be maintained in Central Dispatch regarding such requests.
- G. When two vehicles are involved and two wreckers are needed, a company with two wreckers may get both and only be charged with one turn, provided both wreckers can respond simultaneously.
- H. A notation shall be made indicating the type of response obtained from each wrecker service called. The date and time called and the dispatcher's initials shall likewise be recorded in the log.

**N. Availability of Wreckers**

- A. Tow trucks shall be available for immediate response 24 hours a day/7 days a week. They must respond in a reasonable length of time after receiving the call or the next scheduled wrecker shall be called and the first one shall lose his turn and be placed at the bottom of the list. As a rule of thumb, a reasonable length of time is 30 minutes. Consideration shall be given to the wrecker companies for responding during inclement weather, peak traffic or on-going construction zones. Consideration shall not be given if the wrecker called is unavailable to respond immediately.
- B. A wrecker operator who fails to answer his call or fails to respond in a reasonable length of time shall lose the call and go to the bottom of the list. If he misses three consecutive calls, an investigation shall be made by the Chief of Police and suspension or removal from the list shall be considered.
- C. If a wrecker operator desires to be off-duty for any length of time, he will not be removed from the call list if he advises the Police Department. When he returns, he shall be placed back on the rotating list at the bottom.
- D. An operator who refuses a call without just reason may be removed from the call list.
- E. Wrecker companies shall not use another wrecker to make a call for them. If a wrecker company has only one (1) wrecker and it is out of service, the wrecker company shall advise Central Dispatch and shall be taken off the rotation list until the wrecker is back in service.

**O. Response By Wreckers**

- A. Amber lights may be used while proceeding to the scene, and must be used at the scene and when towing from the scene.
- B. All wrecker service operators are expected to be familiar with and comply with the traffic laws of the State of Tennessee and Ordinances of the City of Kingsport.
- C. The first wrecker arriving at the scene shall tow the car causing the greatest traffic hazard which shall be determined by the officer at the scene. If a requested wrecker is first to arrive, at the direction of a police officer, it shall help remove vehicles causing traffic hazard from roadway, then pick up his requested tow.

- D. It is the responsibility of the wrecker service to have equipment for removing glass and other debris from the highway accident scene. It is the responsibility of the wrecker operator to remove such debris from the roadway.
- E. There shall be no charge for a normal roadway clean up. A normal cleanup includes, but is not limited to the removal of glass, vehicle parts, fluids, etc. Cleanups requiring additional/specialized equipment and/or resources, such as diesel spills, Haz-Mat, etc. will result in additional charges being levied against the liable party(s) by the towing companies and/or other state regulatory agencies.
- F. Under no circumstances shall towing companies be permitted to arrive at the scene of a vehicle needing to be towed without the required equipment and charge for two (2) service calls to get the required equipment to the scene or impede the recovery and removal time of a vehicle without the express approval of the officer in charge of the scene.
- G. Solicitation of business by a wrecker/towing service company at the scene shall be strictly prohibited.

**P.  Holding and Releasing Vehicles**

- A. Vehicles that have been towed by a wrecker service shall be released upon owner's request after financial arrangements for paying the wrecker and storage bill have been made.
- B. Wrecker owner/operator shall make arrangements to have available within two (2) hours, the release of owner/operator vehicle when requested by owner/operator, when request is made during after hours or on legal holidays.
  - 1. Wrecker owners/operators may place additional charges for after-hour releases. Wrecker companies shall advise vehicles owners of the additional charges for after-hour releases **prior** to picking up the vehicle.
  - 2. Wrecker owner/operators may request police standby during after-hour releases if deemed necessary.
- C. Hold orders placed by the Police Department on vehicles stored for any reason shall be honored by the wrecker establishment. Otherwise, the "tow-in" shall be released at the owner's request after proof of ownership is established and the necessary financial transactions between vehicle owner and wrecker service are completed. Officers should not place "holds" on vehicles unless

there is a legal basis to do so. When an officer places a hold on a vehicle, the officer shall complete a “vehicle hold form” to be submitted to evidence. When the officer is going to cancel a hold, he /she shall complete a “vehicle release” form. The officer shall give the original to the owner and submit a copy to evidence. Owners shall be required to present the release form to the wrecker company before the company may release the vehicle. Generally, all holds of vehicles should be for a reasonable period not to exceed 72 hours.

- D. Wrecker service operators shall deliver “tow-in” to another garage or storage area at owner’s request, once financial arrangements have been made.
- E. The Chief of Police shall be notified in writing of all vehicles held over thirty (30) days in which the vehicle was caused to be impounded by the Kingsport Police Department.

-Reference: T.C.A. 55-16-101 Report of unclaimed vehicles

T.C.A. 55-16-102 Penalty for failure to report

- F. Officers that have vehicles towed or impounded shall notify owners of the same, in accordance with G.O. 520.5, Section IV.D.
- G. Officers that have vehicles towed or impounded shall notify lien holders of the same; in accordance with G.O. 520.5; Section IV; paragraph D.,1,b.
- H. The Kingsport Police Department shall not be responsible for any fee/charge associated with the removal, recovery, towing, storage of a vehicle except in cases where the vehicle is seized.
- I. In seizure cases, the Kingsport Police Department will only pay for storage up to the amount that would be obtained from auctioning or selling the seized vehicle.

**Q. *Miscellaneous***

- A. Calls received by any wrecker company from other than the police shall be reported to the Police Department before the wrecker proceeds to the scene of an accident or crime, even if the owner calls the wrecker direct. No wrecker operator shall remove a vehicle from the scene of an accident or crime before it is investigated by a law enforcement agency, and such agency gives approval to the wrecker operator to removes such vehicle. Any violation of this section may be grounds for corrective action, to include suspension or removal from the rotation list.

- B. All wrecker operators shall be prohibited from chasing or running wrecks.
- C. Wrecker service operator shall not perform repair work on a “tow-in” without the owner’s request.
- D. Wrecker owner/operators shall not be authorized by the Chief of Police to transmit on the Kingsport Police Department’s radio frequencies.
- E. All wrecker/towing service company invoices and paperwork shall include the physical address and primary phone number of the business.
- F. An officer shall inventory and complete a WATSON tow ticket on any vehicle towed and the owner/operator is not present (i.e. arrested and transported; transported to hospital; etc). As long as the owner/operator is present and no enforcement action has been taken (arrest; search; etc), a WATSON tow ticket for documentation with particulars (who, what, why, etc) shall be completed.

**R. Complaints, Investigations, and Appeals**

- A. The Chief of Police, or designee, shall investigate, to the extent such individual determines is reasonable, all complaints of services, unfair charges, unethical business practices, unsafe towing practices, overall customer dissatisfaction, conduct, traffic violations, etc.
  - 1. If as a result the investigation, the Chief of Police, or designee, determines that a complaint is valid, corrective action may be taken, which may include suspension of towing privileges for a determined period or removal from the rotation list.
  - 2. An owner of a wrecker/towing service company shall be notified in writing of any investigation if it appears that the allegations appear to have any validity and the possibility that an employee or the wrecker/towing service may face corrective action. At the conclusion of the investigation, the wrecker/towing service shall be notified of any findings and corrective action being administered.
  - 3. Wrecker/towing service companies or an employee desiring to file an appeal of a corrective action finding may do so in writing through the Office of the Chief of Police within seven (7) working days of date the notice of the corrective action is mailed or delivered to such owner or employee.
    - a. The written request for the appeal shall state that an appeal is requested and the reason(s) the wrecker/towing service company or employee believes that the corrective action should not be taken.

4. Upon a timely notice of a written request for the appeal, the Chief of Police shall schedule a hearing to be held within ten (10) working days of such request, if reasonably possible.
5. At the hearing, the Chief of Police shall accept documentary proof submitted by the wrecker/towing service company or employee and hear any testimony of witnesses, if any.
6. The rules of evidence shall not apply to such hearings.
7. At the conclusion of the hearing, the Chief of Police shall render a written decision within fifteen (15) working days of the close of the hearing. The Chief of Police may uphold the decision to impose corrective, overturn the decision to impose corrective action, decrease or increase the extent of the corrective action, or take other action he determines is appropriate.
8. An owner of a wrecker/towing service or employee against whom corrective action is taken may appeal the decision of the Chief of Police by filing a written request for an appeal with the City Manager's Office and shall file a copy of such request with the Office of the Chief of Police within seven (7) working days of date the written decision of the Chief of Police is mailed or delivered to such owner or employee. The written request for the appeal must state that an appeal is requested and the reason(s) the wrecker/towing service or employee believes that the corrective action should not be taken. The City Manager may hear the appeal or designate an employee who does not work under the supervision of the Chief of Police to hear the appeal.
9. Upon receipt of the written notice requesting an appeal of the decision, the City Manager or designee shall conduct a hearing and shall be known as the hearing officer. The owner of the wrecker/towing service company or employee filing the appeal shall be known as the petitioner. The hearing shall be *de novo*. A verbatim record of the proceedings shall be taken. A transcript of the hearing will not be made, unless there is a proper appeal of the decision, as hereinafter set out. A transcript can be made available to the petitioner upon prepayment of a charge adequate to cover the costs of preparation; provided the request and prepayment are received within a reasonable time of the hearing and the court reporter still has a recording of such hearing. Testimony shall be given under oath or affirmation, but the rules of evidence shall not apply. The petitioner may be represented by counsel, may call witnesses on its behalf and may question witnesses. Subject to the foregoing rights of the petitioner, the hearing officer may conduct the hearing as he/she determines is appropriate. On the basis of the evidence produced at the hearing, the hearing officer shall render a written decision within fifteen (15) working days of the close of the hearing. The decision may uphold the corrective action, overturn the decision to impose corrective action, decrease or increase the extent of the corrective action, or take other action deemed appropriate. The

decision shall be reduced to writing, signed by the hearing officer and a copy of the decision shall be mailed to the last known address of the petitioner or at the discretion of the hearing officer delivered to the petitioner. The date of the mailing to the petitioner, if mailed, or the date of delivery to the petitioner, if delivered, shall serve as the date of entry of the decision. The petitioner of the city may appeal the decision by common law writ of certiorari, pursuant to TCA 27-8-101.

- B. This policy should not be construed in any way to conflict with local business, state law or the ordinances of the City of Kingsport, Tennessee.



# KINGSPORT POLICE DEPARTMENT



## Towing Service Application for KPD Call List

TO: Deputy Chief, Administration  
200 Shelby Street  
Kingsport, TN 37660

Date of Application: \_\_\_\_\_

Dear Deputy Chief:

I, \_\_\_\_\_, submit this, my  
(NAME OF OWNER)

Formal request, as owner or proprietor of \_\_\_\_\_  
(TOWING SERVICE)

and do hereby request to be included on the Kingsport Police Department's rotating towing service call list.

I further attest that I have read, understand and will comply with all provisions governing the use of towing services as contained in the *Kingsport Police Department's Wrecker/Towing Service Regulations and Standards* while performing services requested by the members of the Kingsport Police Department.

I do solemnly swear/affirm that all statements made in connection with this application are true to the best of my knowledge.

**Respectfully submitted,**

\_\_\_\_\_  
Name of Towing Service

\_\_\_\_\_  
Signature of Owner

\_\_\_\_\_  
Date



# KINGSPORT POLICE DEPARTMENT



## Wrecker/Towing Service Company Disclosure

The following information is being submitted for review:

### A. NAME OF TOWING SERVICE:

Address: \_\_\_\_\_ Company Phone #: \_\_\_\_\_  
 Name of Owner: \_\_\_\_\_ DL # & State: \_\_\_\_\_  
 Address: \_\_\_\_\_ Home Phone #: \_\_\_\_\_

### B. WHERE LICENSED TO DO BUSINESS:

Name of City: \_\_\_\_\_ and/or County: \_\_\_\_\_  
 Business License Number: \_\_\_\_\_

### C. LOCATION OF TOW TRUCKS:

Name of City: \_\_\_\_\_ and/or County: \_\_\_\_\_  
 Business License Number: \_\_\_\_\_

### D. LOCATION OF STORAGE FACILITIES:

Address: \_\_\_\_\_ Phone #: \_\_\_\_\_  
 Distance from business location: \_\_\_\_\_  
 Address: \_\_\_\_\_ Phone #: \_\_\_\_\_  
 Distance from business location: \_\_\_\_\_

### E. IS STORAGE FACILITY STAFFED 8A.M. – 5 P.M.?

YES  NO  
 Inside  Outside

### F. TYPE OF STORAGE PROVIDED:

G. The following is a complete listing of all the tow trucks to be inspected and considered for use by the Kingsport Police Department:

TOW TRUCKS REGISTERED OR OWNED BY THE COMPANY				
CLASS	YEAR	MAKE	PLATE #	VIN
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

Signature of Owner

Date



## Kingsport Police Department

### Driver/Insurance Qualification

I, being owner or proprietor of \_\_\_\_\_  
 Towing service do hereby submit this listing of all personnel who are employed by this company and will at any time be required to drive a tow truck or perform emergency roadside assistance as directed by members of the Kingsport Police Dept.  
 I further authorize the Kingsport Police Department to conduct a driver license and criminal history check on the personnel as authorized and in compliance with regulations established by the *Wrecker/Towing Service Regulations & Standards*.

PERSONNEL EMPLOYED BY COMPANY TO DRIVE TOW TRUCKS (Including Owners)					
NAME	D.O.B.	DRIVER LICENSE NUMBER	CLASS	VALID	N.C.I.C CHECK ACCEPTABLE
1.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
2.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
3.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
4.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
5.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
6.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
7.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
8.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
9.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
10.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO

**As further directed by regulations I am submitting the following insurance information for review:**

Name of insurance company carrying vehicle liability \_\_\_\_\_

Name of insurance company carrying garage keepers liability \_\_\_\_\_

Name of insurance company carrying "on-hook" liability \_\_\_\_\_

INSURANCE LIABILITY INFORMATION	Agent's Name	Telephone Number	Policy Number	Amount	Expiration Date
Vehicle liability					
Garage keepers liability					
On-hook liability					

I hereby certify and attest that all vehicles that will be used by members of the Kingsport Police Department meet the minimum insurance requirements established in the *Wrecker/Towing Service Regulations and Standards*, which are:

CLASS	VEHICLE LIABILITY	GARAGE KEEPERS LIABILITY	"ON-HOOK" LIABILITY
Class A & D	\$250,000 per accident	\$25,000/\$50,000	\$25,000
Class B	\$500,000 per accident	\$25,000/\$50,000	\$65,000
Class C	\$750,000 per accident	\$25,000/\$50,000	\$100,000

\_\_\_\_\_  
Signature of Owner \_\_\_\_\_  
Date

**I have also attached copies of current insurance certificates to be kept on file with the Tennessee Department of Safety.**

\*Use additional sheets if necessary

