

# **CITY OF RAYMORE TOW SERVICE ROTATION PROCEDURE**

## **I. PURPOSE**

To establish terms, conditions and operational guidelines for tow companies to participate in a rotation for the purpose of providing Police ordered tows or tows of City vehicles for the City of Raymore.

## **II. POLICY**

In providing for highway safety and the maintenance of clear and passable roadways, it is sometimes necessary for the Police Department to summon a tow service to remove vehicles. Tow services may also be utilized when it becomes necessary to remove and/or secure a vehicle in connection with any criminal investigation. Emergency towing service requires special knowledge, skills, equipment, and experience and it is in the best public interest that the City of Raymore utilize private towing companies that meet minimum standards for performing emergency towing work at the request of the Police Department or the City on a rotational basis.

## **III. PROCEDURE**

Qualified tow companies participating in the City of Raymore tow rotation must comply with all applicable Department of Transportation licensing requirements, Federal Motor Carrier Safety Regulations, Missouri Revised Statutes, which include but are not limited to Chapter 304, Traffic Regulations, Section 304.154 - Towing Truck Company Requirements, City of Raymore occupational licensing requirements, and any other applicable regulations.

Qualified tow companies indicating a desire to participate in responding to non-preference police department initiated towing services must have a storage lot in the State of Missouri within a 15 mile radius of Raymore.

Qualified tow companies shall submit the completed application form to the Raymore Police Department to be placed on a rotation list as approved by the Chief of Police or a designee. This application must be renewed annually to remain in the rotation.

All participating tow companies shall be placed in alphabetical order on a rotational roster maintained by the Raymore Police Department Communications Unit. Towing firms shall be called in their order of appearance on the list.

When a tow service is requested by a police officer, the communications officer will call the next tow service on the rotation list. In the event that a tow service cannot be contacted or declines to respond, the appropriate information will be entered into the CAD system and the next tow service on the list will be called.

In order to be called, the towing firms shall be required to submit a twenty-four (24) hour a day telephone number where they can be contacted by the Communications Unit. Pager numbers are not acceptable for this purpose.

Towing companies shall verbally confirm within two (2) minutes of a telephone call being made that they will be responding with the required equipment to handle the requested towing service. If they do not respond, they will lose their turn on the list and not be called until their name appears on the rotational list again.

If the towing incident involves the blocking of a public roadway, any towing firm, including a privately requested firm, which does not arrive on the scene where they are requested within thirty (30) minutes of being called, may be cancelled by the police employee on the scene. The next firm on the towing rotation list will then be called. If the non-responding firm is on the rotation list, they shall lose their place on the list and not be called until their name appears again.

If the dispatch call is canceled by the City or an authorized agent of the City the Tow Company will be placed back on top of the list.

City passenger vehicles shall be towed free of charge by firms participating in the tow rotation. When a tow is needed, communications officers will contact the next tow service on the rotation list. The responding firm will keep its place on the rotation list for the next police ordered tow. If the tow company declines to tow the City passenger vehicle, they shall lose their place on the list and not be called until their name appears again. City vehicles weighing more than one ton are exempt from this agreement and will be towed subject to a separate contract with the City.

Repeated violations, such as failure to respond for a requested rotational tow within the designated time frame, shall cause suspension or revocation of a tow company from the rotation list. A violation related to safety shall be cause for immediate suspension by an on-duty supervisor or commander.

A log of violations will be kept in the Communications Unit when a problem is identified. The Patrol Commander will be responsible for review of the log and determination of the company's status, which may range from suspension to permanent removal from the tow rotation list.

In the event of a suspension or revocation from the rotation list, the tow company may file an appeal to the Chief of Police within forty-eight (48) hours of the date and time of the suspension or revocation. The Chief of Police shall make the decision and provide the grounds for granting or denying the appeal. Any tow company aggrieved by the decision of the Chief of Police may appeal that decision to the City Manager within ten (10) days of the Police Chief's decision.

Participating tow companies agree to provide the City copies of Tow Tickets to include type of tow (light, medium or heavy duty), location, employee ordering the tow and charged amount.

The responding tow company shall clean up and remove from the roadway all debris associated with an incident that results in a tow.

This policy in no way negates a citizen's right to order a tow of their preference. In the event of a request for a preference tow, the company shall be called by the individual requesting that tow service.

Rates may increase annually by the cost of living increase for Missouri. The City will determine annual increase and may increase during the year for special circumstances. These rates shall not apply to a Citizen Requested Tow.

For providing, performing, and completing each of these items of service the following amounts of service per item shall apply:

***Fee Schedule:***

<b>Service</b>	<b>Price</b>
Standard Tow	\$55.00 per tow
Winching	\$50.00 per tow
Dollie	\$40.00 per tow
Hazardous Tow	\$85.00 per tow
Tire Changing	\$40.00 per tire
Mileage - per loaded mile	\$ 3.00 per mile
Tow - truck over 1-ton	\$85.00 per tow
City Passenger Vehicles	\$ 0.00 per response
Daily Storage Fee	\$30.00 per 24 hour period
After Hours Release Fee	\$30.00 flat rate

No other fees or charges are allowed.

Tow companies shall accept cash, money order, cashiers check, or some type of credit for towing services performed under this agreement.