

CTC WRECKER POLICY

8.2.1 The wrecker service must agree to the following guidelines:

Effective date: These regulations are effective upon the entry of a proper order by the Wood County Commission:

Exclusions:

There will be no more than 8 light wreckers and 2 heavy wreckers on the 911 rotation list at any time. Those who have sold a service to another will be considered as a new application.

- a. Must meet all requirements of the Public Service Commission.
 - a. Abide by all rules/regulations set forth in these Standards and Procedures.
 - b. Agree to respond to all calls given by the 9-1-1 Center. Wrecker services not having a wrecker available, not open at the time of the call or they have requested to be listed as temporarily unavailable, will be noted on the wrecker log as such. A wrecker service will not pick and choose calls and if unavailable will be listed as such.
 - c. A wrecker service may request, via a telephone call to the 9-1-1 Center Shift Supervisor, to be taken off the service list "temporarily" (up to ten days) for vehicle service, illness, or other uncontrollable reason. The wrecker service shall advise, in the same manner, when they are back in service.
 - d. If a wrecker service is requesting to be taken off the service list for more than ten days yet less than 90 days, the service must make this request in writing with a brief description and expected in service date. To be placed back on the service list within this time frame the wrecker service need only advise in writing of the exact in service date and their services will be placed back on the service list at that time.
 - e. If a wrecker service will require more than 90 days off the service list, the request shall be made in writing and the wrecker service will be removed from the service list. Once a wrecker service has been removed from the list for more than 90 days, the wrecker service must make a written request to be placed on the service list, accompanied by all documentation required of any new service. See subsection (h) of this section.
 - f. If a wrecker service, already on the service has not responded to any requests for service over a period of thirty days and the 9-1-1 wrecker log confirms this, the wrecker service will be removed from the service list without notice. If that service later wishes to be placed back on the service list, they must make a written request and include an explanation. This information will be presented to the Wood County 9-1-1 Advisory Board at the regular meeting. After reviewing the information, the Advisory Board will make their

recommendations to the Wood County Commission. The wrecker service will be advised of the Wood County Commission's decision.

- g. For new wrecker services or those who made a request to be taken off the list for more than 90 days: To be authorized and placed on the 9-1-1 service list, the following must be delivered to the Director of Wood County 9-1-1 for presentation to the Wood County 9-1-1 Advisory Board. If all requested information is presented and is valid, the Advisory Board will make recommendation that the wrecker service be added to the service list.

Copy of Business License – State, City, Town

Copy of Approval from PSC

Location of Business – Physical and Mailing Address

Telephone number for call-out (Only one number allowed)

Owners Name, Address, Home Telephone Number

Equipment List, Type of wrecker, How many, Road Service – Availability

Proof of General Liability Insurance (Garage Keepers Insurance)

- h. Any criminal conviction of the owner or any of his/her agents, within the past seven years, involving stolen or embezzled vehicles, fraud related to the towing business, stolen property, crimes against a person, or on the sexual offender's list shall be cause to remove the wrecker service from the service list. If that service later wishes to be placed back on the service list, they must make a written request and include an explanation. This information will be presented to the Wood County 9-1-1 Advisory Board at the regular meeting. After reviewing the information, the Advisory Board will make their recommendations to the Wood County Commission. The wrecker service will be advised of the Wood County Commission's decision.
- i. Under no circumstances shall any towing service assign, request, or otherwise subcontract another towing service to any dispatch for towing services.
- j. A county towing service that is currently on the County's Service List and is requested by a Law Enforcement Agency in Wood-Wirt County, when the vehicle owner/operator does not have a specific request for a towing service is able to respond to specified locations within 30 minutes with light wreckers and no more than 45 for heavy wreckers.
- k. Each facility approved to be on the list is subject to inspection at any time by 911 or other designated officials.

8.2.2 The following are requirements for an authorized wrecker provider:

- a. Must be licensed and have PSC approval at that physical address to do business – State, City, and Town.
 - 1. Physical and mailing address
 - 2. Telephone number at that address

- b. Must be available 24 hours per day, 7 days per week
- c. Must maintain an outside storage facility with a minimum of twenty-five hundred (2,500) square feet of space for the control and safekeeping of motor vehicles, encircled by a fence with a covering to reduce the visibility to the general public, with a sufficient height to deter trespassing and vandalism with at least one (1) gate for ingress and egress, which shall be locked at all times when not in use.

Must maintain a place of business within Wood County that shall be open to the public from 8:00 am and remain open until 4:00 pm Monday thru Friday with the exception of recognized official holidays.

Must maintain restroom facilities for the convenience of the public at the company's place of business. Said restrooms shall be maintained in a clean and sanitary manner.

Shall be prohibited from using the towing company facility for the storage and safekeeping of motor vehicles by more than one towing company. Each tow service will have a standing building, wrecker and storage facility.

For the purposes of this rotation; co-location or sharing of personnel and/or equipment is prohibited; further, a company may not be owned or co-owned by any corporation, partnership, sole proprietorship or individual who has any ownership interest in another entity on the rotation list.

- h. The wrecker services will be dispatched using a service list. However, if the closest available is requested, the Telecommunicator will use their best judgment using the established business location of the authorized wrecker services to determine wrecker location.
- i. Wrecker services may be requested by name or location by or through Law Enforcement. Telecommunicators will only dispatch wreckers for our served agencies. The unit number of the person making the request will be placed on the wrecker service or request log. Law Enforcement units on a scene may overrule other requests if the Law Enforcement unit feels the delay may cause further problems.
- j. "Scanner jumping" or just showing up on scene in an attempt to get the tow will be a violation of these Standards and Procedures.

- k. A wrecker log will be maintained at the 9-1-1 Center documenting who requested the wrecker, wrecker dispatched, date time, and location of incident.
- l. If an Officer places a hold on a vehicle, only that Officer or the agency he represents can release it. No telecommunicator has that authority.

8.2.3 9-1-1 DISPATCH PROCEDURES

When a wrecker or wreckers are requested, the Telecommunicator will:

- a. Unless a specific wrecker service is requested, dispatch the next wrecker on the service list which is of the type requested. If no answer after six rings, the wrecker service will be shown not available and the next wrecker on the list will be dispatched. When contacted, the wrecker service will inform the telecommunicator if available or not and give an ETA. The 9-1-1 Center will assume no liability for the type of wrecker requested.
- b. If an Officer requests a specific wrecker service, the telecommunicator will dispatch that wrecker and record it in the Request Log: if the requested wrecker service is not available, the telecommunicator will advise the Officer and inform the Officer of the next wrecker on the service list. If the Officer does not make a further request the next wrecker on the service list will be dispatched.
- c. Wrecker Services towing a vehicle from private property at request of the property owner will contact the 9-1-1 Center on an administrative line and provide either the license plate number or VIN from the vehicle. The telecommunicator will perform an NCIC stolen vehicle inquiry (not a registration inquiry) and advise the towing company if the vehicle is listed as stolen or not.
- d. If a wrecker service is cancelled by law enforcement, the wrecker service shall be placed back at the top of the service list and the telecommunicator will note on the incident what unit cancelled the wrecker service. A wrecker service may contact the CTC Shift Supervisor via an administrative line to ascertain which unit cancelled them. Complaints about cancellations by a particular agency shall be addressed with that agency.

- e. This Policy does not prevent the cities of Parkersburg, Vienna, Williamstown, other municipalities or other agencies in Wood County from setting their own guidelines for wreckers. However, if set, those agencies must specify which wrecker they want dispatched as each incident occurs. Only one service list will be kept at the 9-1-1 Center.
- f. We all understand there may be certain situations that require dispatch of wreckers regardless of whether they are authorized or not. The owner of a vehicle may have the law enforcement officer request a non-authorized wrecker service or a law enforcement unit may require this in a case of extreme emergency. Any wrecker service not listed in the 9-1-1 service list is considered a non-authorized service. The telecommunicator shall document on the incident form any situation where a non-authorized service is dispatched and place the information on the request log and noted on the incident.
- g. The Telecommunicator Supervisor will note in their Daily Report any problems encountered with any wrecker service such as:
 - 1. Continually failing to have a wrecker available when called under normal circumstances.
 - 2. Major or continuous delays in response time.
 - 3. Calling the 9-1-1 Center Telecommunicators and/or Supervisor with complaints about Law Enforcement units or other wrecker services. (Complaints of this nature must be handled as set forth in these Standards and Procedures.) This is not to be construed as prohibiting a wrecker service from calling in to inquire further directions or clarify and obtain additional information concerning a call. Nor does it prohibit the wrecker service from calling to speak to the supervisor concerning a problem within his or her immediate control.

8.2.4 VIOLATIONS OR COMPLAINTS

- a. Complaints against Law Enforcement, Fire or EMS agencies must be handled through the agency in question. 9-1-1 has no authority over our served agencies and therefore will not review or address complaints of this nature.
- b. Complaints against other wrecker services concerning these standards and procedures only should be worked out between the wrecker services. However, if the wrecker services are unable to work out the problem, the

complaint must be presented in writing to the Director of Wood County 9-1-1. The complaint must include the date, time, location of the incident and the specific charges regarding these Standards and Procedures. All available information must be presented.

- c. When a written complaint is received concerning a violation of these Standards and Procedures, the Director or designated assistant will gather any further details available and forward this information to the Wood county 91-1- Advisory Board for their review and recommendations, if any, to the Wood County Commission. Complaints not concerning these Standards and Procedures should be forwarded to the proper authority.
- d. Upon determination a violation of these standards and procedures had been committed by a wrecker service, the Wood County Commission reserves the right to immediately remove the wrecker service from any service list within county control. Penalties for violation of these Standards and Procedures are as follows:
 - 1. First offense: Written reprimand
 - 2. Second offense: Up to 30 days suspension for the 9-1-1 wrecker service list.
 - 3. If the violation is a third or subsequent offense within the same calendar year, the Wood County 9-1-1 Advisory Board , after reviewing the complaint and findings, may make recommendation to the Wood County Commission that the wrecker service be terminated from the 9-1-1 wrecker service list.
 - 4. If, in the opinion of the Wood County 9-1-1 Advisory Board the violation involves gross negligence, the Advisory Board will make recommendation to the Wood County Commission that said wrecker service be removed from the 9-1-1 wrecker service list immediately without going through the procedures listed above. After one calendar year the wrecker service may make request to be placed back on the service list.
 - 5. If a served Law Enforcement Agency requests a wrecker service be removed from the wrecker service and/or any call out list for reasons other than a violation of these Standards and Procedures, the agency must forward to the Director of Wood County 9-1-1 a signed, written request on agency letterhead stating the reason. The Director shall upon receipt of this Official Request forward same to the Wood County Commission for their ruling.

8.2.5 COMPLAINTS CONCERNING DISPATCHING

If a wrecker company, for any reason, objects to the dispatching of their wrecker service, the wrecker company shall make such objection in writing within five days following the occurrence of the event and submit the objection to the Director of Wood County 9-1-1. The Director will forward this written complaint to the wood Count 9-1-1 Advisory Board for review at their regular monthly meeting. Should the Advisory Board and representative of the wrecker service not be able to resolve the objection, the wrecker service may have its objection reviewed by the Wood County Commission after requesting to be placed on the agenda for their regularly scheduled meeting. Wrecker services shall not voice their complaints to the telecommunicators or the shift supervisor.

8.2.6 WRECKER LOCATION SHEET

If an Officer requests a wrecker service by location (closest), use the wrecker location **identified on the CADMAP** to approximately determine location of the nearest service. This is determined by the company's business location.

8.2.7 MULTIPLE REQUESTS – SAME INCIDENT – NORMAL CIRCUMSTANCES

- a. When two or more wreckers are requested for a particular incident and are not by request, the telecommunicator will contact separate companies. Do not send two from the same company unless there are special circumstances similar to those in Subsection 8.2.8.
- b. If two are requested, one by name and the same company is next on the Service List, two from that company will be allowed.
- c. In most cases the telecommunicator will dispatch separate wreckers for each tow.

8.2.8 MULTIPLE REQUESTS – CLOSEST – SPECIAL CIRCUMSTANCES

- a. Requests for the closest wrecker can only be considered as urgent. For this reason, if a unit requests two of the closest wreckers and there is obviously only one company close, then two wreckers should be attempted from the same company. However, if there are two or more companies nearly as close, then dispatch only one from a particular company and the second from another. It is impossible to make example of every type of situation or location. So only a few examples are listed to assist in directing your best judgment. Fairness to the wrecker companies has to be considered.

1. Example: Accident on Rt. 21 near Rockport, two of the closest wreckers requested. Attempt to send both from Pifer's.
2. Example: Accident near county line at Waverly, two of the closest wreckers requested. Attempt to send both from Sayer's
3. Example: Accident on I-77 between Mineral Wells and Camden Ave, tow of the closest wreckers requested, the telecommunicator should send one from Pifer's and the other from Freedom Towing.
4. Example: Multi-car tow requests in the City of Parkersburg should seldom have only one wrecker service dispatched.