
Tow Rotation

505.1 PURPOSE AND SCOPE

This policy provides the procedures for creating and maintaining the Rantoul Police Department tow rotation list in which the Rantoul Police Department exercises regulatory authority over towing and recovery services provided by private companies in certain circumstances. These circumstances include but are not limited to traffic accidents, abandoned vehicles, arrests and other such services made on behalf of the Rantoul Police Department. This policy also provides for Tow Company qualification, application and inspection. The Rantoul Police Department intends this policy to balance the needs and interests of the Department, the tow companies and the citizens.

505.2 NOTICE TO TOW COMPANIES

Every person, firm, or corporation registered with the Rantoul Police Department as part of the police rotation tow system, will be governed by the following rules and regulations and by any amendments that may be issued to modify the rules and regulations established by this policy in addition to all related Federal, State or local laws that are applicable to the operation of the wrecker or it's equipment. The rules and regulations will apply to all vehicles removed by order of the Rantoul Police Department.

505.3 APPLICATION PROCESS FOR TOW COMPANIES

As outlined in 625 ILCS 5/4-203.5, the Rantoul Police Department shall establish a list of tow companies who have applied, met standards, and been approved by the Chief of Police. The decision as to the number of companies on the rotation list at one time and the method for determining the rotational schedule lies solely with the Rantoul Police Administration and will be based on the needs of the Village. This list will remain in effect for three years. In order to be on the list, each company must:

- (a) Maintain its status in good standing by meeting the standards established herein
- (b) Provide the staff, equipment and facilities required
- (c) Meet all applicable federal, state and local laws and ordinances
- (d) Have demonstrated the ability to maintain a stable business in the community or surrounding area

Tow services desiring to provide rotational tow service for the Rantoul Police Department must:

- (a)
 1. Submit a written application to the Village Clerk for a license to operate as a Relocator, and comply with all provisions as written in Rantoul Village Code.
 2. Make written application to the Chief of Police on the appropriate police department form.
 - (a) Applications shall include the name(s) of the tow company owner and all employees affiliated with the towing and storage of towed vehicles,

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addresses of the tow company primary place of business and storage facilities, information concerning the quantity and types of wreckers, including registration and insurance, fee schedule and contact information to be used for rotational tows.

Upon receipt of the written application, the Chief of Police shall provide a copy of the Tow Rotation policy. Each application will be reviewed to determine if the company meets the criteria established in this policy. Priority will be given to tow companies that have already been on the list and have been in compliance with ordinances, laws, and this policy.

505.3.1 POLICE INSPECTION

The Chief of Police may select which towing services meeting the requirements shall be included on the tow rotational list. The Chief of Police may choose to have only one towing service on its tow rotation list. Once selected, the Rantoul Police Department may inspect the Towing Service prior to being added to the rotational list and at any time circumstances warrant an inspection, provided that such inspection shall be during normal business hours and with due notice.

Inspections shall include, but not be limited to the following items for compliance with the Tow Rotation policy.

- (a) Equipment
- (b) Insurance documents
- (c) Storage facilities
- (d) Office Areas
- (e) Police Initiated tow receipts
- (f) Personnel

505.4 REQUIRED EQUIPMENT / FACILITIES

The Rantoul Police Department may inspect the Towing Service upon inclusion on the tow rotational list and at any time circumstances warrant an inspection, provided that such inspection shall be during normal business hours and with due notice.

Each Towing Service will have available, at all times, a minimum of three (3) tow trucks capable of removing vehicles. These tow trucks will consist of at least one (1) Light-Duty flatbed truck with at least a 10,000 pound capacity, and one (1) Medium-Duty truck with at least a 16,000 pound capacity, and staff capable of mobilizing all three trucks at one time.

Inspections shall include, but not be limited to, tow trucks, equipment, insurance documents, storage facilities, office areas and personnel for compliance with the Tow Rotation policy. Specifically, the following items are required and shall be made available for inspection:

- (a) Every registered tow truck owner shall possess a current certificate of insurance stating the amounts of coverage on the equipment, premises and any other form of

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liability which could arise in this type of operation. (Required amounts outlined in 625 ILCS 5/4-203.5).

- (b) Each tow truck shall be equipped with an amber warning light or warning lights, permissible under state law.
- (c) Each tow truck shall present a clean, well-painted appearance at all times. Tow truck operators shall keep and maintain towing equipment which is adequate to perform such towing service in efficient and professional manner.
- (d) Each tow truck used by any Towing Service shall have displayed on each side of such tow truck a sign with letters not less than three (3) inches in height, contrasting in color to that of the background, stating the name, address and current telephone number of such Towing Service.
- (e) Each tow truck shall be equipped or carry as standard equipment items specified in 625 ILCS 5/12-606. Additionally, the following items are required:
 - 1. Flares: at least six, thirty minute flares stored in a protective case.
 - 2. Safety chains/straps: shall be available, and shall be used to tie the vehicle down to the wheel lift and should be used in all wheel lift tows.
 - 3. At least three safety cones or triangle reflectors.
 - 4. Jump start equipment
 - 5. Flood or spot lights: capable of being aimed so as to be of the most assistance to the operator when working in the rear of the wrecker at night and so aimed as not to be a hazard to other motorists.
- (f) The Towing Service storage facility shall be of such size to allow for secure storage of all vehicles towed at the request of the police department. The storage area shall be enclosed by a solid fence or chain link at least 6 feet in height and be paved with a solid paving material or a layer of crushed rock, and lighted in such a manner to maximize safety and security of stored vehicle(s).
 - 1. Towing storage facilities not owned by the Towing Service, ie. rented or leased lots, must be committed to the Towing Service for a minimum of six months.
- (g) Each Towing Service place of business, in a prominent place, in an area accessible to customers, must have a price schedule detailing the charges for services performed.
- (h) Each Towing Service place of business, in a prominent place, visible from the exterior of the business, must post the normal business operating hours during which towed vehicles can be retrieved and contact information for towed vehicles to be retrieved after normal business hours.

Failure to meet each of the above requirements will result in removal from the Rantoul Police Tow Rotation until each requirement is met.

505.5 REQUIREMENTS OF WRECKER SERVICE

Requirements of Towing Service Operators/Owners:

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- (a) Each Towing service shall provide the police department with the name and home address of the registered tow truck owner and the business name, location and telephone numbers where the tow truck(s) will be maintained. Also a description of the type of equipment and type of service the tow truck is equipped to render, and the size and character of the storage facilities to be provided by said towing service for the storage of vehicle(s) which come into his possession by virtue of his towing operation under the provisions of this policy.
- (b) A separate owner shall operate each towing service on the rotation list. Owner(s) may possess more than one towing service, but only one service per owner will be permitted on the rotation list.
- (c) The registered tow truck owner(s) will submit to the Chief of Police, the name, address and date of birth of all person(s) employed in the towing and storage operation, and any additional information as required by the police department in their investigation of the applicant and his proposed operation, or in any subsequent investigation required.
- (d) Each owner of the towing service and each person operating a vehicle on behalf of the towing service shall submit his or her fingerprints to the Department of State Police as described in 625 ILCS 5/4-203.5.
- (e) No person who has been convicted of offenses described in 625 ILCS 5/4-203.5(b)(2) shall participate in rotation towing services.
 - 1. (a) This restriction does not apply to owner requested towing calls.
- (f) All operators of rotation tow trucks shall have a valid Driver's License and classification for the particular equipment being used.
- (g) All registered tow providers must provide service 24 hours a day, seven days a week and will maintain on file at the Rantoul Police Department and METCAD one telephone number for dispatch availability during normal business hours and not more than one number for non-business hours.
- (h) All registered towing companies must be available 24 hours a day to release vehicles towed by the police department. Tow companies shall have an employee present within 30 minutes to release the towed vehicle.
- (i) The Rantoul Police Department will be advised by the owner of any changes or terminations of insurance coverage. Notice is to be made ten days prior to the effective date of change or termination.
- (j) Notice in writing, to the Rantoul Chief of Police, must be made of any material changes made by the towing service that is governed by this policy.
 - (a) This provision applies to the acquisition, transfer or disposal of wreckers used for rotation wrecker service.
- (k) Rotation tow trucks and tow truck operator(s) shall have available, an indoor secure facility to be used at the request of a vehicle owner, the discretion of the wrecker driver or at the direction of a requesting police officer.
- (l) Tow service owners and/or operators in the course of towing any vehicle, who note suspected illegal contraband within the vehicle, shall have the duty to notify authorities

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at the Rantoul Police Department of such discovery. Such duty shall also apply to any firearm and/or ammunition.

505.5.1 FEES

All towing companies accepted for inclusion on the rotational list will adhere to a schedule of maximum tow service fees for tows authorized by a Rantoul Police Department official. In order that vehicle owners have full knowledge of the charges they are to pay to recover their vehicles, the fee schedule shall be prominently displayed at the towing company's place of business. The company will not charge any person for towing and/or storage at a rate that exceeds that on the schedule nor that is not fully documented on the paperwork generated by the tow truck operator at the time of the tow.:

SERVICE PROVIDED	MAXIMUM FEE FOR YEARS 2021, 2022, 2023	MAXIMUM FEE FOR YEARS 2024, 2025, 2026
Standard Tow	\$135.00	\$180.00
Flatbed Tow	\$180.00	\$225.00
Dollies	\$55.00	\$75.00
Outside Storage	\$45.00	\$60.00
Inside Storage	\$50.00	\$70.00 (requested by police or to protect exposed interiors)
Jump Starts, Unlocks, Tire Changes	\$65.00	\$80.00
Winching (per hour)	\$90.00	\$100.00
Accident Clean-up (per vehicle)	\$50.00	\$65.00
Show-up Fee	1/2 of Standard Tow fee	1/2 of Standard Tow fee
After Hours Release	\$20.00	\$20.00
Towing Village Vehicles or Vehicles towed to and from RPD for processing	\$60.00	\$70.00

As a part of the application process, the tow company must submit a schedule of fees. As part of the approval process, the Chief of Police will review the rates for each tow company applicant to determine what is appropriate. Once submitted and accepted, tow companies may not change their rates during the rotational period without written approval from the Chief of Police.

Excessive charges to vehicle owners may be grounds for removal from the list.

505.6 REQUIREMENTS OF POLICE DEPARTMENT

The Patrol supervisor is responsible for ensuring that tow rotation lists to be used by department members when authorizing tows is established and maintained (625 ILCS 5/4-203.5).

In non-arrest situations officers will give vehicle owners/operators the opportunity to request a wrecker of their choice. Tows conducted pursuant to an arrest should be made by utilizing the tow rotation schedule.

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Officers will not suggest a tow company for a person who does not have a preference.

Members should only deviate from the rotation list in the following circumstances (625 ILCS 5/4-203.5):

- (a) A safety emergency justifies deviation.
- (b) The tow service next on the list is incapable of or not properly equipped for handling a specific task related to the tow that requires special skills or equipment.

Members should document the reason for any deviation.

505.7 ROTATION WRECKER DISPATCHING

1. When an owner specifies no tow service or when the owner is unable to make a request, rotation tows will be used to remove vehicle(s) under the tow rotation system.

2. No vehicle is to be removed from an accident scene by a rotation tow truck unless advised by a police officer on the scene.

3. No person, firm, or corporation (or their agents or employees) under registration with Rantoul Police rotation tow system, shall respond to the scene of an accident unless dispatched or engaged by a third person having a direct interest in the vehicles involved and that third party request information has been relayed to police officials at the scene.

4. Any rotation towing service that needs to be removed temporarily from the rotation list due to mechanical difficulties or any other reason must contact the Rantoul Police Department detailing dates the voluntary removal is to be in effect. Rantoul Police Department will be notified when the tow service is ready again to return to the rotation list.

5. A rotation tow truck dispatched at the request of a police officer must be able to respond to the site of the request within twenty (20) minutes from the time the towing service dispatcher, owner, or driver is notified by the Police Department or METCAD. The Chief of Police may consider mitigating factors when a tow company fails to meet this guideline.

- (a) If the rotation towing service is contacted to respond to a rotation tow request and is unable to respond immediately, notification to the METCAD dispatcher making the telephone notification request will be informed that the detail is refused or request a waiver of the response time by the requesting authority. If a time waiver is approved the rotation tow operator should respond without additional delay.
- (b) Rotation tow trucks not arriving after thirty minutes and not granted a time waiver will be disregarded and alternate rotation tow service called regardless if the original wrecker service is able to contact the tow truck driver of that disregarded notice. Towing services that fail to arrive within the twenty minute time frame and have been disregarded will forfeit that tow opportunity. Towing services with a record of excessive late arrivals will be subject to violation actions.
- (c) Rotation tow trucks will not excessively refuse to respond to rotation tow calls. All refused tow requests will be documented by the Rantoul Police Department and/or METCAD. The tow service, at the police department request, must provide a reason

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for the refused request. Excessive refusal to respond to a dispatch request will result in violation action.

1. Excessive, as it relates to paragraph b and c above, shall be defined as three (3) or more occurrences within a 90 day period.

6. If an additional tow truck is needed for a single vehicle tow, the towing service that was dispatched to the scene may request another tow truck from their fleet to respond to the scene to assist. If the tow service does not have the appropriate additional equipment the additional equipment may be requested from another registered rotation towing service.

7. No towing service owner and/or employee shall interfere with the police operation while on scene. During a rotation tow request, each tow service owner and/or employee is expected to conduct themselves in an appropriate and professional manner. All tow service owners and/or employees shall assist and obey the instructions of any Rantoul police officer at the scene.

8. The availability of rotation tow trucks will be on file at the Rantoul Police Department and METCAD. The files of rotation tow trucks will be filed with the Chief of Police.

505.7.1 CANCELLATION OF CALL

If the request for a wrecker is canceled while the truck is en route (providing the response is within guideline time limits), no show-up fee will be charged.

505.7.2 VEHICLE RELEASE

No tow company shall release any vehicle towed by the authority of any Rantoul Police official on which a "HOLD" has been placed until they have received authorization from the police department that the vehicle is eligible for release. It will be the responsibility of the towing service to record the name of the person requesting reclamation of the vehicle, time, date, etc., and inform such person of all charges due for reclamation.

The tow company will be responsible for any repairs as a result of damage to the vehicle caused in the tow and/or storage of the vehicle.

Each towing service shall be available twenty-four (24) hours per day, each day of the year for vehicle return to the person entitled to possession of the vehicle. The towing operator or an employee thereof shall be available at the site within thirty (30) minutes after receiving notification from the person requesting possession of the towed vehicle in order to process the reclamation of the vehicle. Should the tow operator be called away for other tow duties the thirty (30) minute period may extended so long as the delayed response is communicated to the person who is reclaiming the vehicle.

Should the towing service fail to be available to release the vehicle within thirty (30) minutes after being notified of reclamation, or within the agreed upon time between the tow operator and vehicle owner, the vehicle tow charge will be forfeited, i.e. the vehicle may be reclaimed by the vehicle owner for payment of applicable storage charges only, provided such are not a result of the inability to reclaim the vehicle at the fault of the tow company.

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Each tow service shall submit to the Rantoul Police Department, on a monthly basis, a copy of all receipts for all police initiated tows.

505.7.3 STORAGE FACILITY FOR IMPOUNDED VEHICLES

Each towing service on the rotational list agrees to perform the following services for the Village without charge for storage fees to the Village:

- Hold up to three (3) vehicles as evidence in pending court actions and/or required to be impounded by order of the Court.
- Hold vehicles seized by the Rantoul Police Department pursuant to State Law or Municipal Ordinance.
- Release vehicles without charge to the vehicle owner upon notification from the Police Chief, or his/her designee, that the vehicle was towed in error.

Rantoul Police Department will make every effort to remove seized vehicles from the towing service(s) in a timely manner and not use the towing service(s) as long term vehicle storage. Vehicles that are being held as evidence or seized pending forfeiture proceedings may be stored at alternate tow service storage locations depending on the storage needs of the tow service, so long as the vehicle can be retrieved in a timely fashion, if needed.

505.7.4 PROPERTY RELEASE

Any personal property belonging to a vehicle owner in a vehicle subject to a lien shall likewise be subject to that lien. The towing service will release the following items of personal property to the vehicle owner and/or person legally entitled upon notarized, written authorization from the vehicle owner:

- (a) Food
- (b) Medicine
- (c) Perishable property
- (d) Driver's license
- (e) Any cash, credit cards, checks, or checkbooks
- (f) Any wallet, purse, or other property containing any driver's license, other identifying documents or materials, cash, credit cards, check or checkbooks

505.8 DENIAL, SUSPENSION, REVOCATION PROCEDURES

1. Investigation and/or evidence indicating illegal or unprofessional action by registered rotation tow truck operators, and/or their employees, shall be grounds for immediate suspension from the police tow rotation system, pending the final results or disposition of the alleged misconduct. Prohibited acts include, but are not limited to:

- (a) Repetitive failure to meet the response time guidelines set out in this policy.
- (b) Providing false information on the application.
- (c) Failure to provide a fee schedule and/or fairly apply if (including overcharging citizens.)

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- (d) Repetitive lack of availability when contacted by the Rantoul Police Department or METCAD.
- (e) Repeated sustained complaints by citizens or a serious single sustained complaint by a citizen concerning treatment by tow company staff.
- (f) Failure to respond in a timely manner to complaints by the Department.
- (g) Failure to maintain insurance.
- (h) Failure to maintain equipment and premises in accordance with State law, village ordinances, or this policy.
- (i) Failure to respond to requests for meetings, changes in policy, or to allow inspection of equipment, premises or records.
- (j) Dropping a towed vehicle at a place other than the designated tow yard or agreed-upon location.
- (k) Releasing a towed vehicle that had a "hold" placed upon it without authorization from RPD.

2. All alleged violations of rules and regulations or applicable law will be investigated. Where practical the towing service will be informed of the alleged violation and given a specific method and time when a response to the alleged violation must be provided. Failure to respond to the alleged violation will be considered as an admission to the alleged violation for purpose of suspension or removal from the system.

3. All tow trucks registered on the police rotation will be maintained and/or operated as required by the rules and regulations set forth in this document. Any infractions of the stated rules and regulations will subject the tow truck operator/owner to suspension or removal from the system.

4. The Chief of Police will have final authority in all actions taken.

505.8.1 COMPLAINT PROCEDURE

In all cases where the vehicle owner or person legally entitled to possession of the vehicle complains to the Rantoul Police Department about charges on a bill from a towing service, the Chief of Police or his designee will contact the tow company for clarification of the charges.

If the charges are not in accordance with this policy, are not reasonable for the service performed, or are prohibited by these guidelines, the towing service will be required to adjust the charges accordingly or face removal from the rotation list.

505.9 UNCLAIMED VEHICLES

Vehicles towed pursuant to this Policy will only be disposed of to a rebuilder, salvager, etc. licensed as such by the State of Illinois pursuant to 625 ILCS Chapter 5, Article III.