

SALT LAKE POLICE DEPARTMENT ROTATION APPLICATION

The Salt Lake City Police Department has established a towing rotation list in order to assist with the towing of vehicles that are disabled, inoperable, or involved in traffic accidents.

BEING ON THE SALT LAKE CITY POLICE DEPARTMENT TOWING ROTATION IS A PRIVILEGE AND NOT A RIGHT.

A REPRESENTATIVE OF THE SALT LAKE CITY POLICE DEPARTMENT MAY SUSPEND, DENY, OR TERMINATE ANY COMPANY FOR ANY REASON DEEMED NECESSARY.

To be eligible to be on the towing rotation list, towing companies must fill out the towing rotation application and must agree to comply with the rules and regulations as set forth in this towing rotation application. Towing companies on the towing rotation list must also follow all federal and state laws and regulations including Utah administrative code R909-19 that pertain to tow companies. Failure to comply with the terms of this application or any applicable federal and state laws and regulations will lead to sanctions against the towing company as described in the application.

The applicant must read each page and ensure the information given is complete and accurate. The company and all employees are bound by all provisions of the application. The company understands the requirements to be placed on and remain on the towing rotation list. The company accepts the conditions of the application. The company accepts responsibility for the actions of its owners, agents, employees and tow truck passengers as they relate to the application and do so with the full understanding that inclusion on the towing rotation list is voluntary and a discretionary privilege extended by the Salt Lake City Police Department and is not a legal right.

FALSIFICATION OF ANY PORTION OF THIS APPLICATION OR IN THE DOCUMENTATION PROVIDED IN SUPPORT OF THE APPLICATION SHALL BE CAUSE FOR IMMEDIATE SUSPENSION, DENIAL, OR TERMINATION FROM THE TOWING LIST AND MAY BE CHARGED AS A SEPARATE CRIMINAL OFFENSE.

MINIMUM REQUIREMENTS FOR ROTATION CONSIDERATION

The company must have a Salt Lake City business license.

The company must have a least one agency approved yard in Salt Lake City proper.

The company making application is a separate and distinct entity and does not share any of the following with another company: tow trucks, tow truck operators, telephone numbers, business licenses or insurance policies.

SALT LAKE POLICE DEPARTMENT ROTATION APPLICATION

APPLICATION CHECK LIST

INCOMPLETE APPLICATIONS WILL BE DENIED

COMPANY INFORMATION:

- Business License for place of business and each yard (or receipt for same if actual license has not been received) showing that company is licensed as a towing company and has paid all applicable regulatory fees.
- Certificate of Liability Insurance in an amount of at least \$1,000,000.00 showing as a CERTIFICATE HOLDER:
Salt Lake City Corporation: 415 S 200 E SLC, Utah 84111
- Certificate of Workers Compensation Insurance showing as a CERTIFICATE HOLDER (same as above)
- Signed and completed application

EACH TOW TRUCK

- Must be state certified and approved.

EACH OPERATOR

- Listed on application and obtain a Salt Lake City badge to be eligible.

Each Lot/Yard

- Photo of yard fence, signage, and on-site office.

SALT LAKE POLICE DEPARTMENT ROTATION APPLICATION

COMPANY INFORMATION

Application Date _____

Business Name _____

Business Address _____ City and Zip _____

Mailing Address _____ City and Zip _____

* E-Mail Address * _____ (Mandatory)

Business Phone Day _____ Night _____ Cell _____

Business Owner (s)

Name _____ DOB _____

Address _____

Phone _____

Name _____ DOB _____

Address _____

Phone _____

Name _____ DOB _____

Address _____

Phone _____

SALT LAKE POLICE DEPARTMENT ROTATION APPLICATION

TOW TRUCK OPERATORS

Business Name _____

Name _____

DOB _____

Years of experience _____

Address _____

Phone _____

DL # _____ DL exp _____

Tow Truck Cert exp _____

Med Card exp _____

Name _____

DOB _____

Years of experience _____

Address _____

DL# _____ DL exp _____

Tow Truck Cert exp _____

Med Card Exp _____

Name _____

DOB _____

Years of experience _____

Address _____

DL# _____ DL exp _____

Tow Truck Cert exp _____

Med Card Exp _____

TOW TRUCKS

SALT LAKE POLICE DEPARTMENT ROTATION APPLICATION

Number of tow trucks used for rotation

Flat bed _____

Wheel lift _____

Heavy Duty _____

4x4 _____

SALT LAKE POLICE DEPARTMENT ROTATION APPLICATION

STORAGE YARDS

All of the yards listed must have a yard office that is staffed and open for business during normal business hours, Monday thru Friday **OR** an employee can respond to the yard within 20 minutes to release a vehicle.

Address _____ Yard Phone _____

On Site -Yard Operator Name _____ DOB _____

Circle One Own Lease Rent

OFFICE USE ONLY: BUS LIC AGREE YARD PHOTOS

Address _____ Yard Phone _____

On Site -Yard Operator Name _____ DOB _____

Circle One Own Lease Rent

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Address _____ Yard Phone _____

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Circle One Own Lease Rent

OFFICE USE ONLY: BUS LIC AGREE YARD PHOTOS

SALT LAKE POLICE DEPARTMENT ROTATION APPLICATION

DEFINITIONS

As used in this application.

“Agency” means Salt Lake Police Department..

“Company” means the towing company making application for rotation.

“Coordinator” means the agency rotation coordinator

“Operator” means an approved tow truck driver/operator.

“Yard” means a storage yard.

“Normal Business Hours” means **8:00 A.M. to 5:00 P.M.**, Monday thru Friday, excluding Holidays.

TERMS, CONDITIONS, PROCEDURES, AND AGREEMENT

The Company

- The rotation approval expires each year in conjunction with your business license application.
- The company is responsible and will ensure that employees are aware of and comply with the requirements of this application.
- The company will ensure that all operators, assistants and trainees have sufficient experience and/or training in currently recommended towing techniques and are capable of performing their duties in a lawful, safe, proper, and effective manner.
- The towing company shall accept payment offered in cash **or** by major credit **or** debit card, but shall not be obligated to accept checks and shall maintain sufficient cash on hand to make change of up to Fifty-Five dollars (\$55).
- The company will be available 24-hours a day, 7-days a week. When requested by the agency to tow and/or store a vehicle, the **operator shall respond within the maximum twenty-minute time frame** (except heavy duty).
- A company that does not respond to a rotation call will be subject to suspension from the rotation.
- The day and night business phone number shall be answered in the name of the company making application.
- In order to aid in communication, each company shall have an answer machine that will automatically receive any call that is placed to it.
- The company shall notify Salt Lake City Business Licensing in writing within 10 days of any changes in the information submitted in this application, i.e., operator’s terminations, retired trucks, phone numbers, etc. If the company desires to make an addition to the information submitted in this application, i.e. new operator, new yards, new trucks, etc, after the final approval letter has been issued, the company shall submit a new signed page with the additional information to Business Licensing. Any new operators, yards, tow truck operators, trucks, etc, are **not** to be used until the proper paperwork has been filed and approved. If a tow company is found to use any operators, yards, trucks, etc. that have not been approved, this will be cause for suspension of the company.

SALT LAKE POLICE DEPARTMENT ROTATION APPLICATION

- Only those companies that have been called from the towing rotation list may respond to a SLCPD tow request. Towing companies that have not been specifically called may not respond on behalf of another tow truck company regardless of the circumstances. Responding tow truck companies that have not been called shall be placed on the bottom of the towing rotation list.
- The company will maintain complete and accurate records of all agency rotation tows and shall provide the coordinator with such records as requested. Failure to maintain such records will result in an immediate suspension of the company from the rotation.
- The company shall respond with its own equipment that is permanently marked as such and will not use other towing company equipment on a "Temporary Lease" or substitute or backup basis.
- The company shall submit to unannounced tow truck equipment inspections by the agency and must successfully pass said inspections in order to remain on the rotation. The company shall submit to unannounced yard inspections during normal business hours (8:00 a.m. to 5:00 p.m.) by the agency during the course of the rotation year for each yard used to store towed vehicles and must successfully pass said inspections to remain on rotation.
- UDOT has clarified charging of fees other than those allowed in 72-9-603 to mean that the imposition of other fees, regardless of the name given to describe them, violates this law. One exception has been granted for a reasonable after hour gate fee as long as a signed waiver is obtained from the owner indicating consent to pay this additional fee. Charging unauthorized fees will result in an immediate suspension of the company from the rotation.
- The company shall ensure that tow truck operators provide only those services that are necessary or requested and shall, at the time of the tow, provide the owner or driver (if present at the scene) of the vehicle: The location where the vehicle will be stored, a copy of the current rate schedule and the terms of the vehicle recovery.
- The company shall ensure that once the operator is given control of the vehicle at the tow site, notation is made on the invoice, of the description of any property that is removed from the vehicle, and the name of the person removing it. The **start date/time** or time dispatched and en route, and **end date/time** or time towed vehicle is delivered to the storage yard, removed from the tow truck and associated paper work is finished, shall be written on all service tickets **by the operator** at the time of the tow. All time shown must be directly attributed to the towing assignment and must be reasonable and consistent with the location of the tow and the type of tow. **ALL TOWS WILL ONLY BE CHARGED FOR ONE HOUR SERVICE, UNLESS AUTHORIZED BY A POLICE OFFICER ON SCENE.**
- The company shall make every effort to resolve legitimate claims for damage or theft that are obviously related to the towing and/or storage of the vehicle and shall do so in a timely manner. Vehicles that are damaged as a result of the tow will result in an immediate suspension of the company from the rotation.
- A notification to the agency from the insurance provider that the company insurance policy has been cancelled shall result in the immediate suspension of the company from the rotation. In as much as the company receives the same notification, no notice of suspension will be provided. If the cancellation was the result of a change in insurance providers, it is the responsibility of the company to provide the coordinator with a Certificate of Insurance from the new company as soon as possible.
- The company shall ensure the Coordinator is provided evidence of Workers Compensation Insurance and shall maintain said coverage throughout the rotation year. **THE EXCLUSION WAIVER ENDORSEMENT (A STATEMENT THAT YOU DO NOT WANT WORKERS COMPENSATION ON YOURSELF AND THAT YOU HAVE NO EMPLOYEES) IS NOT ACCEPTABLE.**
- Any threat made by a company employee to a member of the public, or an agency employee will result in an immediate suspension of the company from the rotation.
- The company shall ensure that operators do not leave the scene of a rotation call on a traffic accident until all debris, oils, and radiator fluids (including all absorbent material) have been properly removed from the roadway as coordinated by an officer at the scene.

SALT LAKE POLICE DEPARTMENT ROTATION APPLICATION

TOW TRUCK OPERATORS

Operators shall comply with state and city laws and regulations when engaged in rotation towing for the agency.

Each truck operator that responds to rotation calls shall be issued an agency photo identification card.

Each operator that responds to rotation calls shall obtain and carry upon their person and in plain view, a valid agency photo identification card. The card remains the property of the agency and shall be surrendered to the agency upon any change in company or upon termination. A \$25.43 fee (subject to change by the city at any time) will be charged for the initial issued identification card and a \$25.43 fee (subject to change by the city at any time) will be charged to replace a lost card. Each operator must turn identification card/badge in to the company when no longer employed with them. The company is responsible to make sure the Identification Card/badge is returned to the agency. The company shall **not** destroy Identification Cards/badges or throw them away. The company shall not let Identification Card/badge be used by any driver other than the driver the badge was issued to. Each operator will be approved as tow truck operator for (1) one tow company only and will not be allowed or approved to tow for more than one tow company at any given time to include company owners. In order for tow truck operators to be approved as tow truck operators for another company, they must first surrender the current agency badge issued to them for any other company prior to approval as tow truck operator for any new tow company.

When responding to rotation tows, each operator will wear fully visible, company shirt or jacket imprinted with the first name of the operator and the name of the towing company and an approved traffic safety vest.

Serious operator error will result in an immediate suspension of the company from the rotation. The coordinator shall determine if a violation is serious.

Using an unauthorized operator on a rotation call will result in an immediate suspension of the company from the rotation.

Operating a tow truck in violation of the law will be cause for immediate suspension of the company from the rotation.

TRUCKS AND EQUIPMENT

Each tow truck shall comply with the Safety Equipment Requirements as established by the Utah Department of Transportation and referenced at the Web Site Address of <http://www.udot.utah.gov> and said equipment shall be permanently marked and specific to the truck.

Each tow truck shall comply with the following additional equipment requirements as established by the agency, and said equipment shall be permanently marked, specific to the truck:

The company shall ensure operator compliance in that each tow truck that responds to the tow of a motorcycle shall be so equipped as to provide for one person loading and safe and secure upright transport of the motorcycle.

Each tow truck shall be registered in the name of the company and/or owner, and the address shown on the registration must be the same as the company address listed on the business license.

For the purposes of the rotation, the company name, city, state, and UDOT number must be permanently marked on the vehicle.

Using an unauthorized tow truck on a rotation call will be cause for immediate suspension of the company from the rotation.

STORAGE YARD/ LOT

Yards/Lots shall be in compliance with all state and city laws and regulations.

Yards used by the company for rotation purposes:

SALT LAKE POLICE DEPARTMENT ROTATION APPLICATION

- (1) Shall during normal business hours, respond to the yard within 20 minutes or shall respond by appointment at the discretion of the vehicle owner or authorized agent;
- (2) Shall, not charge the vehicle owner or authorized agent an additional fee for responding to the yard during normal business hours for purposes of:
 - I. releasing a vehicle,
 - II. releasing personal property contained within the vehicle,
 - III. inspecting condition of the vehicle;
- (3) Shall not require the vehicle owner or authorized agent to respond to more than one towing company location to arrange for and obtain the release of the vehicle,

The company shall provide owner access, as outline in State laws, to vehicles towed, subject to a rotation call, on a 24-hour, 7-days a week basis and the fee for other than regular business hours retrieval shall be reasonable and shall not exceed that allowed by statute. The company shall obtain a signed waiver from the owner indicating consent to pay the after hour release fee.

Yards that experience frequent problems with theft from, or vandalism to towed or stored vehicles will be removed from the rotation.

Vehicles shall not be towed to a yard other than the appropriate approved yard or transferred from said yard without prior notification and approval of the Coordinator.

The subject vehicle will be towed to the city approved rotation area yard owned by the company. Unless, the owner or operator of the vehicle requests that the vehicle be taken to another location in which case the request will be honored upon satisfying the lawful towing company requirements for payment for services.

All property removed from towed vehicles by the company for "safe keeping" must be listed on the invoice that is to be received by the vehicle owner. A company that follows this practice must have a company policy in place and must provide a copy of such to the Coordinator. Policy should include: Type of property, where it will be kept, who will be responsible for making certain that it is returned to the owner, who will release the property, only property not attached to the vehicle, etc.

The company shall ensure that the storage yard operator maintains a log of individuals who have been given access to vehicles for the purpose of removing personal property and such log shall show the name, vehicle, date, time, and receipt number.

Using an unauthorized yard/lot will be cause for immediate suspension of the company from the rotation.

COMPLAINTS

The company shall cooperate with the coordinator in any inquiry regarding an allegation of the violation of any part of this agreement.

As a matter of practicality, the enforcement of certain articles in the agreement occurs primarily as violations are brought to the attention of the coordinator.

SUSPENSION

The agency has an obligation to the public regarding the safety of vehicles and contents when towed and stored at agency request and by an agency Rotation Tow Truck. When circumstances warrant, it will be necessary to immediately suspend a towing company from the rotation and remain on suspension until the situation can be thoroughly investigated and an appropriate and fair decision rendered.

Actions that result in an immediate suspension or a suspension for non-compliance include but are not limited to:

- Operating unsafe tow trucks.
- Serious operator error.

SALT LAKE POLICE DEPARTMENT ROTATION APPLICATION

- Charging unauthorized fees such as a processing fee, or business hours gate fee.
- Threats, foul language, unprofessional conduct.
- Vehicle damage sustained during the towing process.
- Operating in violation of law.
- Expiration of liability or workers compensation insurance.
- Using unauthorized operators on rotation calls.
- Using unauthorized tow trucks on rotation calls.
- Failure to maintain complete and accurate records of rotation towed vehicles.
- Yard does not have an office on site.
- Magnetic signs being used on the tow trucks.
- Using a storage yard other than those approved and included in the application.
- Requesting or demanding vehicle owner sign any financial responsibility disclaimers.

A company, yard, truck or driver will be suspended from the rotation for practices determined by the coordinator to be unlawful, unreasonable, or otherwise not in the best interest of the public.

A violation of any part of this agreement will be cause for suspension from the rotation.

If the Coordinator or Deputy Chief deem a suspension is appropriate, the company will be notified by phone, Email or U.S. mail.

The Coordinator or Deputy Chief will determine the length of any suspension. Suspension may result in a company being denied participation for (30) days, (60) days, (90) days, the remainder of a rotation year, extended into a proceeding rotation year, or permanently.

The company may appeal any suspension from the rotation by writing to the Salt Lake City business license supervisor within (10) business days of the suspension.

I have read and understand the terms and conditions set forth in this application and agree to abide by it. I understand that failing to do so will result in your suspension or revocation of your privilege to participation in the Salt Lake City wrecker rotation program.

Signature _____ Date: _____