2018

FREDERICK COUNTY
LAW ENFORCEMENT
TOWING HANDBOOK

Department of Procurement & Contracting

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Frederick, Maryland 21701

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1. INTRODUCTION

The Frederick County Sheriff's Office (FCSO), Thurmont Police Department (TPD), and Brunswick Police Department (BPD) (together referenced as- Law Enforcement) work with Frederick County's Emergency Communications Center (ECC) to maintain a rotational list of towing companies for each Law Enforcement Response Area (Inside Back Cover). There are currently ten Law Enforcement Response Areas and each has an individual list of tow companies (collectively the tow lists for all areas are referenced as- Tow List). Tow companies included on the Tow List are dispatched by ECC to provide towing services on an on-call, as-needed basis.

The primary goal of the Frederick County Law Enforcement Towing Program is to protect the safety if its citizens by safely clearing the roadway using professional and reliable tow companies who have proven their ability to provide services. Tow companies included on the Tow List must meet all criteria set forth in this Handbook and are solely responsible for meeting and maintaining the criteria, as well as passing all inspections administered by FCSO on a random and as-needed basis at the sole discretion of Law Enforcement.

The Tow List is administrated by Frederick County's Department of Procurement & Contracting (DP&C) for the FCSO working as the lead agency in Law Enforcement. The FCSO also provides a Tow Policy Coordinator (TPC) to oversee the program. The list is maintained and rotated by the ECC. The County assumes no liability for missed calls, cancelled calls,

The Tow List is updated annually for a 12 month period from January 1st through December 31st. New Handbooks, fee schedules, badges and inspection stickers are issued prior to the start of the new Tow List; however, the Handbook and/or fee schedule may be revised at any time throughout the term of the Tow List at the sole discretion of the Tow Oversight Committee (TOC) to protect the interests and citizens of and passing through Frederick County, Maryland. Revisions, when applicable, are sent to all companies on the Tow List, are available in the DP&C and a printable version is available online. Tow companies that pass the

inspection process are added to all Law Enforcement Response Areas requested where they are able to service. The final determination of which tow companies are included on the Tow List for which Law Enforcement Response Areas is made at the sole discretion of TOC.

Tow companies not in agreement with the fee schedules may withdraw their names from the Tow List at any time.

The safety of all parties involved is a primary concern to Frederick County. Tow companies are encouraged to provide training above that which is minimally required to ensure the safety of the tow operators. The County assumes no liability for tow companies choosing to participate in the Tow Program, but partners with them to ensure the equality for all and the safety of all.

2. BASIC REQUIREMENTS

The required provisions are all of the rules Law Enforcement requires of the tow companies included on the Tow List. The tow companies are solely responsible for meeting all of the basic requirements as follows:

1. Tow companies must have been in business for a minimum of three (3) years.

2. Tow companies must obtain and maintain the appropriate insurance levels outlined in the application.

3. Tow companies must arrive at the scene within 35 minutes of being notified by the ECC as determined by the ECC computer aided dispatch system. Heavy tows will be permitted an additional 10 minutes and must be at the scene within 45 minutes of being notified. Failure to arrive on scene within the allotted timeframe will be considered a REFUSAL to perform services.

4. Tow companies must meet all applicable Maryland Vehicle Law requirements (i.e., Maryland Law Manual on Uniform Traffic

Control Devices, any federal, state, or municipal acts, statutes, rulings, ordinances and/or regulations affecting safety and/or towing of vehicles)

5. Tow companies must be available 24 hours a day, 7 days a week for dispatch by the ECC.

6. Tow lots must be available 24 hours a day, 7 days a week for vehicle retrieval.

7. Tow companies must have a business office and a storage lot in Frederick County and it must be staffed and open Monday through Friday from 8:00 AM until 5:00 PM at all times a Law Enforcement tow is on the lot.

8. All tow personnel (including tow operators and office personnel) shall wear professional attire.

9. Tow companies may not subcontract any ECC call.

10. Tow companies must accept cash, Visa® and Mastercard® as payment for services.

11. Tow companies are not permitted to respond to the scene of a Law Enforcement incident unless requested to do so by ECC or the vehicle owner/ operator.

12. Tow companies assume all responsibility and liability for any formal or informal legal actions, demands and damages resulting from a call for service.

13. Tow companies are required to sign a Memorandum of Understanding (MOU) prior to being added to the Tow List.

14. Tow companies are subject to the oversight of TOC. All actions, complaints, issues, infractions, etc., will be investigated through a Formal Review by TOC. TOC will have the sole authority and discretion to remove a tow company from the Tow List for a

specified period of time dependent upon the type of infraction(s), number of infractions, history, etc.

3. COMMUNICATION REQUIREMENTS

All companies included on the Tow List must meet the following communication requirements:

For communication purposes, tow companies must have…

1. …one phone number available 24 hours a day, 7 days a week for use by the ECC solely dedicated to that business (voicemail <u>does not</u> meet this requirement); and
2. …one active email address for follow-up communication.

The ECC will only maintain ONE phone number for each tow company on the Tow List. There will be no alternate phone number listed for "after hours" or "weekends". Tow companies utilizing an answering service will have five (5) minutes after receipt of a request for service call to contact the ECC to obtain the location of the tow and provide an estimated time of arrival; not longer than 35 minutes (45 minutes for heavy tows).

Tow companies must notify the ECC in the event of any delay which may cause them to miss the 35 minute on-scene deadline (45 minutes for heavy tows). Failure to respond within the allotted timeframe will result in a logged refusal.

Tow companies are responsible for asking follow up questions for clarification from ECC to ensure that they are fully prepared to meet the service requirement.

The tow company is solely responsible for reporting any changes to a tow company's name, operators, equipment, location, insurance, or lot. Changes of any kind must be reported to the DP&C within 10 days. Failure to do so may result in Formal Review by TOC.

4. VEHICLE REQUIREMENTS

Tow companies performing tows of vehicles 11,000 pounds and under are required to have at least two tow trucks – one rollback and one wrecker with a wheel lift. Tow companies performing tows of vehicles 11,001 or greater pounds (medium/heavy tows) are required to have a tow vehicle capable of handling these vehicles.

All Maryland-registered vehicles and equipment used in the completion of a Law Enforcement service call shall meet the requirements that a Commercial Motor Vehicle Inspector verifies by inspection. Vehicles will be required to display a County-supplied sticker on the exterior lower left windshield (driver's side). All trucks must have the following:

1. Operable overhead lights
2. Shovel
3. Heavy duty broom
4. Operable fire extinguisher
5. Receptacle for debris
6. Flood lights to illuminate night scenes
7. Absorbent material in sufficient quantity
8. DOT required signage
9. Seatbelts
10. Brake system operable
11. Undamaged frame
12. Fuel system without leaks
13. DOT required lighting
14. Securement devices fully intact (i.e., no cuts, tears, breakage, etc.)
15. Operable steering system
16. Suspension is defect free (upon visual inspection)
17. Tires defect free with sufficient tread
18. Body secured to vehicle and free of defect
19. Wheels that are defect free
20. Rims that are defect free
21. Hubs that are defect free
22. Windshield fully intact and defect free
23. Operable, defect-free windshield wipers
24. Windshield wiper fluid

5. STORAGE LOT REQUIREMENTS

Storage lots must meet all requirements for zoning and safety. Requirements for all storage lots are as follows:

1. Storage lots must be in Frederick County and must be in compliance with all zoning requirements.
2. Storage lots cannot be shared with any other entity, regardless of their purpose.
3. Storage lots must be large enough to accommodate any vehicles stored and the vehicles must be instantly accessible by vehicle owners upon request.
4. Storage lots must be secured with:

    - A permanently installed 6′ fence that completely surrounds the lot with no breaks, no holes, and no flaws and must reach from the ground level to a minimum of 6′ from beginning to end and for the entire perimeter of the lot when measured at any point therein.

    - Fence must be securely locked at any time vehicles are stored as a result of an ECC call for a Law Enforcement tow and after business hours.

The following requirements will be verified via inspection by TOC:

1. The storage lot must be in Frederick County.
2. The business office shall be at the same physical and mailing address as the storage lot.
3. The core business hours, 8:00 AM to 5:00 PM, Monday through Friday (longer permitted if, in fact, the office is opened longer) must be clearly posted.
4. The office must be manned during core business hours of 8:00 AM through 5:00 PM, Monday through Friday when a Law Enforcement tow is present on the lot.
5. There must be one phone number answered 24 hours a day and 7 days a week for both customers and Law Enforcement.

6. The business phone number shall be visibly posted so that an owner may call to retrieve the vehicle after hours.
7. The office shall be inoffensive to the public. (i.e., reasonably clean with no visible pornography, etc.)
8. The fence to the storage lot shall be locked and secured any time vehicles for Law Enforcement are present (i.e., after business hours when the business is unoccupied).
9. The storage lot shall be exclusively utilized by one tow company. Tow lots cannot be shared.
10. There shall be adequate parking and movement area in the storage lot for vehicles to enter and leave and for vehicle owners to retrieve personal items when necessary.
11. The storage lot shall have a permanently installed 6′ fence that completely surrounds the storage area and secures the lot.
12. The 6′ fence maintains a secure perimeter with no breaks or holes. No land barriers will be considered in substitution of this requirement.
13. The lot must have the ability to store vehicles for Law Enforcement (light and/ or heavy duty).

6. TOW RECORDS

Tow companies are responsible for all aspects of record maintenance. Law Enforcement may request, and must be given immediate access to, any records for a Law Enforcement tow at any time. Failure to provide records within 24 hours of request may result in Formal Review by TOC.

Tow companies must maintain accurate records in compliance with Maryland Transportation Article, Section 15-113.1(c) for a period of one (1) year from the date of tow (hard copy of invoices required). However, in accordance with the law, tow companies "may satisfy the record requirement if the required record is a computerized record that is accessible at the automotive repair facility or vehicle storage facility during business hours or other hours of operation, contractor shall make available

for inspection" [Sec 15-113.1 {d-2, e-1}] by Law Enforcement, the TPC or DPC), to contain all of the following information:

1. Date/ time vehicle was stored
2. Location towed from
3. Description of vehicle, to include the year, make, model, and VIN number
4. Notation of release slip requirement
5. Date released by tow company
6. Name, date of birth, address, and telephone number of person vehicle released to

This information will be available for Law Enforcement's review upon their demand and at their sole discretion. Additionally, the TPC will periodically review invoices to ensure that the Fee Schedule is honored.

7. CODE OF CONDUCT

Inclusion on the Tow List requires the tow company and all employees to adhere to a high level of conduct and professionalism as they are representing Law Enforcement in performing a tow service. The tow company and all employees shall conduct themselves in a manner that reflects most favorably upon Law Enforcement. The phrase "reflects most favorably" pertains to the perception of the citizens, the tow company's peers in the towing business, and Law Enforcement employees. Unbecoming or unprofessional conduct shall include that which tends to bring Law Enforcement into disrepute, or reflects discredit upon the agency.

Any breach of this code may result in cancellation or suspension of a tow company's contract at the sole discretion of TOC.

Tow companies are required to report any witnessed criminal activity or unreported motor vehicle accident immediately upon discovery or notification and prior to any tow services being provided. Failure to do so may result in removal from the Tow List at the sole discretion of TOC.

8. USE OF SEXUAL OFFENDERS

AT NO TIME SHALL ANY TOW COMPANY UTILIZE ANY SEXUAL OFFENDER TO PROVIDE ANY TYPE OF SERVICE AS A RESULT OF A LAW ENFORCEMENT SERVICE/ TOW CALL. Any violation of this will result in immediate removal from the Tow List for a period not less than 24 months from the date of infraction.

"Sexual Offender" shall be defined as anyone who has been criminally convicted of any sexual offense at any time.

9. CRIMINAL HISTORY CHECK

All tow operators are thoroughly checked to ensure that their Driver's License is valid and that they are not a convicted sexual or violent offender.

Approved tow operators are required to wear badges, supplied by the County, during the performance of any Law Enforcement service call. Additional/replacement badges will be available.

Law Enforcement reserves the right to do any checks as necessary at any time that they deem it necessary with or without the consent or knowledge of the tow company to confirm that a tow company's operator is listed as a driver for that tow company, meets the minimum requirements of a tow operator, has a valid Driver's License and is not a convicted sexual or violent offender.

At the scene of a vehicle pickup, Law Enforcement may request at any time and for any reason to view the Driver's License of the tow operator for review, verification, etc.

A tow company found to be utilizing a tow operator that is not included on the approved operator's list for that company is subject to Formal Review by TOC.

10. CRASH SCENE RESPONSIBILITIES

The ECC uses the Tow List to contact tow companies for various types of vehicle removal, including automobile collisions. Tow companies have cleanup responsibilities associated with the removal of the vehicle(s).

The tow company will not begin the scene cleanup process, or attempt to move any vehicles, until the investigating deputy or officer on the scene gives them verbal authorization to do so. It is the tow operator's responsibility to seek out the investigating deputy or officer at the scene and request permission to begin the cleanup and removal process.

Tow truck operators are responsible for adhering to Maryland Transportation Article, Section 21-1111(c). Tow truck operators are responsible for the removal of all debris, not only from the roadway, but the entire scene itself. Debris shall not be swept to the shoulder or left on the scene.

All tow vehicles will maintain a usable supply of absorbent (i.e., kitty litter and/or sand), shovel(s), heavy duty broom, fire extinguisher, receptacle for debris (bucket/trash can), flood lights for scene illumination at night, and any additional materials (at the discretion of the tow company) needed to fulfill the obligation to remove debris.

At no time shall debris or cleanup materials be placed in the vehicle to be towed.

The tow company shall ensure, insomuch that is it able to do so, that vehicle and contents are protected from further damage during and after the tow, and throughout storage. Protection shall include such things as rolling up windows when and if able to do so, securing the contents of vehicle, etc. Tow company shall ensure insomuch that is able, that vehicle contents remain in or with vehicle and are returned to the vehicle owner at time of pickup.

The cleanup of the scene will be to the on-scene deputy or officer's satisfaction, not the tow truck operator. The County reserves the right to

call the tow company back to the scene, at the tow company's expense, for further cleanup if it fails to complete cleanup at the time of the tow. Disposal of all waste/fluids from damaged vehicles must be disposed of properly and in accordance with Environmental Regulations (Environment Article, Sections 5-10A-01 through 5-10A-03 & Natural Resources Article.)

Incidents involving hazardous material, or any common vehicle fluid in excess of five (5) gallons, will be handled by a HAZMAT team.

Coordinated Highways Action Response Team (CHART) assists US and State Routes within Frederick County. The mission of "CHART" is to clear the incident and re-open the roadway, minimizing traffic congestion and the opportunity for secondary crashes. The scene involvement of "CHART" is not to "tow", but to "relocate" vehicles to a safe location to await the tow company. Issues or concerns surrounding "CHART" will be directed to the TPC and addressed.

11. MULTIPLE VEHICLE SERVICE CALLS

If a crash scene has more than one (1) vehicle to be towed and all vehicle owners are not otherwise requesting a specific tow company, the ECC will ask the tow company if it is able to handle the entire scene before moving on to the next company on the Tow List. If the tow company is confident that it can handle all vehicles involved in the collision, it will be permitted to do so.

The 35 minute response time requirement (45 minutes for heavy tows) still applies to all vehicles involved.

12. TOW CALL REFUSALS

Law Enforcement understands that there may be occasions wherein a tow company must refuse a call for service.

Tow companies must arrive at the scene within 35 minutes of being notified by the ECC (45 minutes for heavy tows). The TPC, at its sole discretion, may make an allowance for unexpected traffic, weather, road conditions, etc. Tow companies are obligated to advise the ECC if they are unable to respond or will be delayed in their response time and exceed the 35 minute on-scene deadline (45 minutes for heavy tows).

The following conditions are considered refusals:

1. Failure to respond to the tow scene within the 35 minute on-scene deadline (45 minutes for heavy tows) without notification to the ECC.
2. Failure of a tow company to return a call, page, or answering service notification of a need for service within 5 minutes of the call from ECC.
3. Failure to respond when requested, regardless of reason.
4. Explicit refusal to respond.
5. Three or more refusals in a 90-day time period will result in a Formal Review by TOC.

13. OUT OF SERVICE STATUS

In the event that a tow company will be out of service for a period of time, the tow company is responsible for contacting the TPC (in writing) and the ECC (by telephone) at least 24 hours prior to the start of the out-of-service period. The tow company will be taken out of the rotation for the time period requested. At the end of the out-of-service period, the tow company must contact ECC to be returned to the list. These situations will not be listed as a refusal.

It is the tow company's sole responsibility to ensure that it is taken off of the rotation list and their sole responsibility to ensure that its name is returned to the list when its business resumes.

14. VEHICLE RELEASE

Each tow company will arrange for release of the vehicle(s) towed and/ or stored within a reasonable time period. During non-business hours and on federal holidays this timeframe is defined as 90 minutes from the time the owner or the owner's authorized agent makes contact with the tow company and requests the pickup of the vehicle. If a vehicle is not released within seven (7) days, the tow company must attempt to contact the owner of the vehicle and must also contact the TPC.

In the event that a vehicle is towed due to an impaired driver, the vehicle shall be held for a minimum of twelve (12) hours unless the release is to another registered owner.

15. FCSO VEHICLE HOLDS

In the event of any tow initiated by Law Enforcement where the vehicle owner is not present on the scene, the deputy or officer will complete the appropriate storage report for their agency and acquire the tow operator's signature.

The remainder of this section refers to FCSO tows:

For FCSO tows, the tow operator will be given a (goldenrod) copy of this form prior to the deputy leaving the scene to document the tow. No tow company may release any vehicle without the release form (pink copy) matching the slip given to the tow operator on the scene. Until this form is presented, there is ALWAYS a hold on the vehicle.

Before the vehicle can be released to anyone or any party (to include: insurance companies, attorneys, etc.), the tow company must receive the pink copy of the vehicle storage report. This indicates that the owner has made contact with Law Enforcement and that a valid identification and proof of ownership has been provided. If the tow slip is not available, the TPC must be contacted for authorization to release the vehicle without the pink slip. Do not call the Public Information Specialist or another deputy or officer for approval; it must go through the TPC, or another administrator with the rank of Lieutenant or above. Additionally, for FCSO tows, any vehicle stored at the Law Enforcement Center (LEC) for crashes will only be released to the original tow company with the authorization and signature of the Traffic Unit Supervisor. All other vehicles stored at the LEC will be released with the authorization of the Special Operations Commander under their signature.

After payment to the original tow company is complete, all FCSO crash-related investigatory tow bills will be coordinated with the FCSO Traffic Unit Supervisor. All FCSO non-crash related, investigatory tows (i.e., CIS, Narcotics) to the LEC will be paid in full within thirty (30) days. This payment will be the responsibility of and coordinated by the FCSO Special Operations Commander.

No additional fees, other than the evidence/impound fee, administrative fee and secondary tow fee may be charged when vehicles are towed to the Law Enforcement Center.

16. TOW OVERSIGHT COMMITTEE

TOC provides oversight of the Tow List and includes the Director of DP&C, the TPC, and the Director of Emergency Management Services which oversees the ECC. Responsibilities include:

- Investigate and resolve billing, process and/or performance complaints by Law Enforcement and/ or vehicle owners
- Review performance
- Review Tow List rotation

- Conduct Formal Reviews

TOC meets quarterly or on an as-needed basis to ensure that the passing of time does not delay the process of ensuring that all tow providers are in compliance with these regulations and questions and complaints are resolved to the satisfaction of TOC, Law Enforcement and the vehicle owners.

TOC performs Formal Reviews when a tow company has been deemed by TOC to be in disregard of Handbook requirements, has made an egregious error in performance, has utilized an unlisted tow operator in response to a Law Enforcement call for service, has utilized an unregistered or uninsured tow truck in response to a Law Enforcement call for service, falsification of tow bill or price gouging, or at the discretion of TOC. Discipline may include removal from the Tow List for a period not to exceed 24 months. All TOC determinations will result in a Decision Letter being sent to the tow company.

Tow companies with complaints regarding the process, their billing for a specific incident, or any other issues may petition TOC to be heard by emailing the members of TOC or the DP&C Contact.

Complaints regarding a decision of TOC will be heard and decided by the County's Chief Administrative Officer and Sheriff upon formal written request which must be received no later than ten calendar days from the date of issuance of Decision Letter. If a response is not received in this timeframe, the discipline stands.

17. TOWING AND STORAGE FEES

Towing and storage fees are set by DP&C. The fee schedule will be issued annually to coincide with the release of the annually updated Handbook. Tow companies included on the Tow List must honor the fee schedule; however, tow companies may lower fees or waive fees at their sole discretion. By establishing these towing fees, DP&C is not attempting to

regulate the right of private enterprise to assess an equitable fee for services and, to that end, if additional fees for unnamed services are required, the tow companies may allow such at their sole discretion. The fee schedule assures that all requests for Law Enforcement towing are uniform throughout the County and equitable to the public in general.

Evidence/Impound Tows –All evidence/ impound tows performed at the direction of Law Enforcement will be based on the approved towing and storage fee schedule. No additional fees, other than the evidence/ impound fee, administrative fee and secondary tow fee may be charged when vehicles are towed to the Law Enforcement Center. No exceptions.

All tow fees from a Law Enforcement tow will be presented in writing to any operator, agent, or vehicle owner upon request. Exceptions include vehicles that are stored due to an arrest, Law Enforcement investigation, abandonment, a motor vehicle crash where all occupants are removed to a medical facility, or at the direction of the TPC.

All tow companies will provide a receipt of payment to the owner of the vehicle or authorized agent of the owner to whom the vehicle is released. This receipt will detail the specific charges for each service provided and will be utilized in conjunction with the fee schedule to settle any fee disputes.

18. RECOVERY

If a situation arises during a Law Enforcement tow where any additional compensation may be necessary (for example, medium or heavy tows may incur and bill for additional equipment costs beyond that of the fee schedule, or, on a very rare occasion, there may be extraordinary circumstances involving a light tow requiring additional fees), documentation of each such incident, justifying and itemizing additional fees, shall be submitted within 24 hours of the incident to TOC (JHedges@FrederickCountyMD.gov) for review.

19. ROAD SERVICE

Only four (4) types of disabled vehicle service shall be considered "Road Service".

1. Lockout – the owner's keys must be inside the vehicle.
2. Jump Start – If a vehicle cannot be jump-started after the first attempt, the tow company is no longer liable for providing a jump-start service and additional fees for towing may apply.
3. Out-of-Gas – The flat-rate fee includes the cost of gas. No less than two (2) gallons of gas may be delivered.
4. Tire Changes – If the tow operator feels that the vehicle is located in a safe position to change the tire in-place, the operator may do so and the base fee applies. Likewise if Law Enforcement is at the Incident Location, the tow operator may change the tire in-place. However, there may be instances wherein Law Enforcement has left the Incident Location and the tow operator may determine the need to tow the vehicle to a safe location before safely changing the tire. In this instance, additional fees apply.

20. HOW TO GET ON THE TOW LIST

In order to be included on the Tow List, tow companies must…

1. … have trained and experienced tow truck operators, adequate tow trucks and a vehicle storage lot within the boundaries of Frederick County.
2. … fill out a Law Enforcement Tow Application.
3. … agree to all of the provisions in this Handbook by signing the MEMORANDUM OF UNDERSTANDING.
4. … pass a lot inspection and truck inspections (Use the Towing List Application Process checklist to ensure all requirements are met.)

Once all requirements are met, tow companies may request to be placed on the Tow List for as many Law Enforcement Response Areas as they can provide service for. The final decision on which tow companies are on the Tow List for each Law Enforcement Response Area is made by TOC. Tow companies will be notified of which areas they will be servicing.

Tow companies are responsible to have their operators provide fingerprints to FCSO prior to submitting their application. FCSO will waive their fees and only the Criminal Justice Information Services (CJIS) fee of $30 per applicant will apply. (Please note that CJIS fees are subject to change.) Additionally, FCSO will provide Driver's License checks at no cost to the tow operators.

21. CONTACTS

DP&C Contact –	Justin Hedges Phone: 301-600-1002 Email: JHedges@FrederickCountyMD.gov
ECC Contact –	Phone: 301-600-1603 (Request the on-duty shift supervisor)
FCSO and TPC Contact –	Sgt. M. Ochoa, Traffic Unit Phone: 301-600-3049 Email: MOchoa@FrederickCountyMD.gov
LEC Contact – Commander	Lt. J. Packard Phone: 301-600-1804 Email: JPackard@FrederickCountyMD.gov

22. TOW FEE SCHEDULE

For vehicles 11,000 and under pounds:

DESCRIPTION	Unit	FEE
DISABLED VEHICLES	Per Occurrence/ Per Vehicle	$90
CRASHED VEHICLE	Per Occurrence/ Per Vehicle	$ 148
ABANDONED VEHICLE	Per Occurrence/ Per Vehicle	$ 160
EVIDENCE/IMPOUND (to LEC) +No mileage assessed	Per Occurrence/ Per Vehicle	$ 108
SECONDARY TOW LEC to Lot +No mileage assessed	Per Occurrence/ Per Vehicle	$ 90
MILEAGE +Not to exceed 30 miles round trip +If owner request delivery to anywhere other than the tow company's lot, only actual mileage from Incident Location to be billed	Per Mile	$4.25/ Mile
DEBRIS CLEAN-UP	Per Crash (when necessary)	$ 40
STANDBY/WAITING +15 minute increments +No fee for first 15 minutes +Supporting documentation required	Per Hour	$ 71

WINCHING +30 Minute minimum +15 minute increments after 1st half-hour ($22.50/increment)	Per 30 Minutes	$ 92
ROLLOVER +One hour minimum +In 15 minute increments after 1st hour	Per Hour	$ 178
STORAGE +If picked up within the first 24 hours, maximum charge $48 per Space	Per 24 Hours or any part thereof	$ 48 per Space
AFTER HOURS RELEASE FEE +Monday-Friday, 5 PM – 8 AM +Weekends or Holidays	Per Occurrence/ Per Vehicle	$ 55
ADMINISTRATIVE FEE	Per Occurrence/ Per Vehicle, if necessary	$ 30
SNOW EMERGENCY PLAN OR EXTREME WEATHER CONDITIONS	Per Occurrence/ Per Vehicle	$ 60
ROADSIDE SERVICE (NON-TOW, *SEE HANDBOOK SECTION 19*) +Lockout, Jump-start, Out-of-Gas (Providing 2-gallons)	Flat Rate Per Occurrence, Plus Mileage, No Additional Fees	$90
ROADSIDE SERVICE (NON-TOW, *SEE HANDBOOK SECTION 19*) +Tire changes (when safe)	Flat Rate Per Occurrence, Plus Mileage, No Additional Fees unless vehicle is moved	$125

Vehicles 11,001 - 20,000 pounds, the following fees apply:

DESCRIPTION	Unit	FEE
ALL TOWING SERVICES	Per Hour/ Per Med/HD Tow Vehicle	$340.00
MILEAGE +No Charge for first 30 miles +Only actual mileage from Incident Location to destination (other than company storage lot or impound tow) to be billed	Per Mile (in excess of 30 miles)	$5.00
STANDBY/WAITING +15 minute increments +No fee for first 15 minutes Supporting documentation required	Per Hour/ Per Med/HD Tow Vehicle	$ 201
STORAGE +If picked up within 24 hours maximum charge $46 per Space	Per 24 hours or any part thereof	$ 48 per Space
AFTER HOURS RELEASE FEE +Monday-Friday, 5 PM – 8 AM +Weekends +Holidays	Per Occurrence/ Per Vehicle	$ 55

Vehicles that exceed 20,001 pounds, the following fees apply:

DESCRIPTION	Unit	FEE
ALL TOWING SERVICES	Per Hour/ Per Med/HD Tow Vehicle	$475.00

MILEAGE +No Charge for first 30 miles +Only actual mileage from Incident Location to destination (other than company storage lot or impound tow) to be billed	Per Mile (in excess of 30 miles)	$5.00
STANDBY/WAITING +15 minute increments +No fee for first 15 minutes +Supporting documentation required	Per Hour/ Per Med/HD Tow Vehicle	$ 201
STORAGE +If picked up within 24 hours maximum charge $46 per Space	Per 24 hours or any part thereof	$ 48 per Space
AFTER HOURS RELEASE FEE +Monday-Friday, 5 PM – 8 AM +Weekends +Holidays	Per Occurrence/ Per Vehicle	$ 55

23. DEFINITIONS

BPD – Brunswick Police Department

CHART – Coordinated Highways Action Response Team; moves vehicles to the side of the road

CJIS – Criminal Justice Information Systems software utilized to provide background checks

Decision Letter – Determination of discipline issued by Tow Oversight Committee

Disabled Vehicle – Vehicle requiring lockout, jump-start, out of gas or tire change services

DOT – Maryland Department of Transportation

DP&C – Frederick County's Department of Procurement & Contracting; creates Tow List

ECC – Frederick County's Emergency Communication Center; dispatches tow companies for service calls

FCSO – Frederick County Sheriff's Office

Formal Review – Investigation by Tow Oversight Committee

Incident Location – The tow pickup location as provided by the ECC.

Law Enforcement – A cooperation effort of the Frederick County Sheriff's Office, Thurmont Police Department and Brunswick Police Department to utilize a Tow List administered by Emergency Communications Center

Law Enforcement Response Area – Individual areas of Frederick County serviced by Law Enforcement; each area has a different Tow List

LEC – Frederick County's Law Enforcement Center where vehicles may be towed, at the request of Law Enforcement on-scene, in special circumstances

Recovery – A Tow requiring additional manpower and/or specialized equipment such as cranes, loaders, roll-offs, air cushions, etc.

Secondary Tow – Tow from LEC to the Tow Company's lot upon completion of Law Enforcement investigation; call goes to Tow Company that originally delivered to LEC

Sexual Offender – Any individual convicted of any sexual offense

Space – The parking area taken by an average non-commercial vehicle (8 feet Wide x 18 feet Long)

TOC – Tow Oversight Committee; oversees the operation of the Tow List

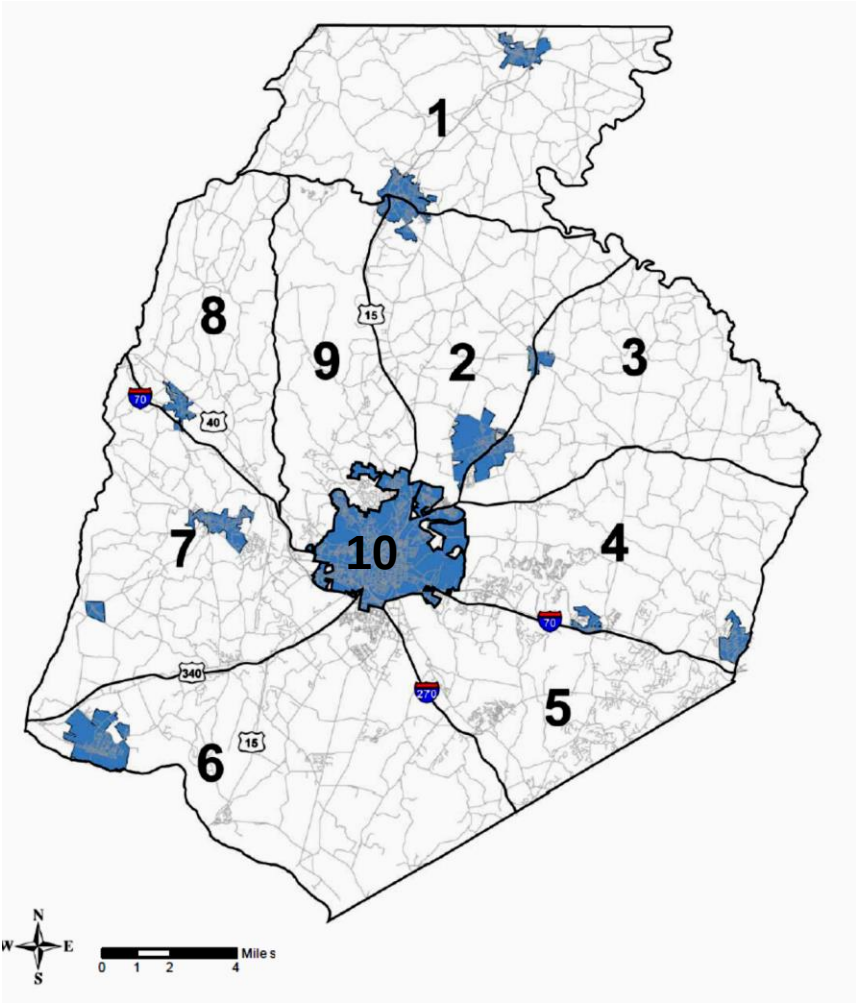
Tow – The act of moving an indisposed vehicle to a safe location

TPC – Tow Policy Coordinator; oversees day-to-day operations of the Tow List

TPD – Thurmont Police Department

Tow List – Rotational list of tow companies utilized by Emergency Communications Center for tow service calls from Law Enforcement

TOW ENFORCEMENT RESPONSE AREAS



Frederick County Sheriff's Office supports

Move Over Laws

And reminds all tow companies to put
Safety first

And encourages all tow operators
To be careful.