



CITY OF LARAMIE NON-CONSENSUAL TOWING POLICY

The City of Laramie needs to retain the services of local towing companies in order to accomplish the removal of vehicles from public rights of way in certain circumstances and in accordance with Laramie Municipal Code. The removal of these vehicles must be done in an efficient, safe, and timely manner. It is equally important that the towing companies who are called upon to remove these vehicles are providing services in a fair and reasonable manner, especially since the owners of the vehicles being removed are not actively involved in the removal of their vehicles from city streets or other properties controlled by the City of Laramie.

This policy establishes procedures that ensure certain standards for all tow companies who elect to be on the City's rotational list for non-consensual tows. The policy also ensures that the public is treated equitably, fairly, and consistently regardless of the company who provides services to the City of Laramie.

Tow companies meeting these requirements will be placed on a rotational list, maintained by the Laramie Police Department. It is imperative that tow companies conduct business in a manner that does not discredit or adversely affect the City of Laramie. Because of this, removal from the rotational list and conditions of that removal will be entirely at the discretion of the City.

1. CITY TOWS - The City, through its Police Department, is empowered by law to order the removal, tow and storage of vehicles from the streets, alleys, and other public ways of the city and, in limited circumstances, vehicles from other private or public property. Vehicles subject to a City Tow include, but are not necessarily limited to:
 - a. illegally parked vehicles;
 - b. inoperable vehicles because of an accident or otherwise;
 - c. vehicles operated by a person who is arrested or hospitalized;
 - d. vehicles from any location when, in the judgment of the Police Department, the vehicle should be towed for safekeeping or the tow of the vehicle is in the best interests of an individual or the public;
 - e. vehicles which are to be held as evidence in criminal proceedings.

2. ROTATIONAL LIST REQUIREMENTS - Services under this policy are to be rendered only upon request of the Laramie Police Department or an authorized City employee in the absence of such an officer. Upon notification by the Laramie Police Department or other City employee, tow companies on the rotational list shall immediately send the necessary number and type of tow truck(s) to the designated location. At the direction of the police officer or community service officer at the scene, or an authorized City employee in the absence of such officer, the vehicle shall be removed from the scene directly to the tow companies lot, or if requested and when feasible, to a location specified by the citizen.
 - a. A “no answer” or “turn down” response to a request for service will be considered a turn on the rotational list and tow company for that particular call will be rotated to the bottom of the rotation list.
 - b. Towing vehicle operators shall obey all lawful orders of police officers and community service officers (CSOs), or an authorized City employee in the absence of such an officer, and shall render every assistance when it has been determined that illegally parked vehicles or other hazardous vehicles or nuisances must be removed from public or private property.
 - c. Tow companies on the rotational list shall maintain the equipment and labor force needed to supply the services on a full twenty-four (24) hour per day basis every day of the year.

3. TOW COMPANY RESPONSIBILITY FOR PROPERTY – All tow companies on the rotational list expressly assumes full responsibility and liability for all property entrusted to its care including all equipment and contents thereof, and indemnifies and holds harmless the City against all claims for damages to vehicles and equipment entrusted to its care and control.

4. HOURS OF SERVICE – Contractor shall maintain business hours available to City Tow customers to make inquiries and obtain vehicles in accordance with the following schedule, at a minimum:

- a. Monday – Friday 8:00 a.m. to 6:00 p.m.
 - b. On Saturdays, Sundays, holidays, and after hours, tow companies on the rotational list will limit the cost of vehicle retrieval by an owner/operator to no more than \$25.00.
5. WRECKER AND TOWING EQUIPMENT - Each wrecker is required to carry the full complement of service items and insurance as outlined by Wyoming State Statutes. Additionally, such wrecker(s) shall be equipped with either radio or telephone equipment, which allows immediate access by police dispatch personnel to a wrecker driver while he or she is in route to a scene in order to update, alter, or rescind any instructions previously given to the driver in relation to the towing assignment. All contact numbers will be supplied to the Laramie Police Department immediately upon agreeing to be on the rotational list. Tow companies requesting to be on the rotational list understand that any failure of the Police Department to be able to contact them within a reasonable period of time or get a reasonable response time, may be cause for removal from the rotational list.
 6. REMOVAL AND CLEAN UP OF DEBRIS - After any traffic accident in which a tow company on the rotational list has been requested to respond, the tow company shall clean and remove all accident and vehicle debris including, without limitation, any glass or other debris except any hazardous substances and shall cover or remove any oil, antifreeze, grease deposits, etc. as necessary.
 7. POLICE VEHICLE TOWS/STORAGE – Tow companies on the rotational list will provide towing/winch services for any City-owned vehicle at the same rates as other tows. Further, the same rates will apply to Laramie Police Department authorized tows of vehicles towed for evidentiary purposes or vehicles seized and impounded.

When a tow is requested by the Laramie Police Department for evidentiary purposes or pursuant to a police investigation and must be taken to a location other than the storage site for investigation by the police before towing to the storage site, the vehicle owner if appropriate shall be required to pay the full amount for only the initial tow. In instances such as the recovery of a stolen auto requiring evidence work, or where there is other doubt as to whether a vehicle owner should be billed, the towing company shall check with the Police Department to ascertain if a bill should be sent to the vehicle owner.
 8. NO OTHER CHARGES BILLED - Except for the charges noted by the tow company in its proposal and agreed to by the City, no other charges shall be billed to any party to whom the tow company provides its services.
 9. RESPONSE TIME - Monday through Friday during the established business hours, response shall be made 25 minutes after notification has been made. On weekends, holiday, and after normal business hours, tow companies on the rotational list shall arrive at the scene of a tow within 45 minutes after notification.

10. VALID VEHICLE REGISTRATIONS_– All tow company vehicles must have valid vehicle registrations and utilize only vehicles that possess a valid vehicle registration, display a valid Wyoming license plate as established by Wyoming State Statutes and comply with the weight requirements of these Statutes.
11. FEE STRUCTURE AND ACCEPTABLE METHODS OF PAYMENT – Upon application to be placed on the rotational list, the City will evaluate the proposed fee structure of the tow company application. The City will determine if the proposed fee structure meets their standards for reasonableness. If not, the tow company will be advised of such and will be allowed to adjust their fee structure for further consideration.
- a. All tow companies on the rotational list shall equip its tow truck operators with written notices containing all fees and all acceptable methods of payment, which at the time of the tow or service, shall be provided to the owner or driver of the vehicle, if they are present. Acceptable methods of payment are defined as cash, major credit/debit card, or personal check with the approval of the company owner or office manager. A sign disclosing the fee structure for services requested by the Laramie Police Department or other authorized employees and all acceptable methods of payment shall be posted prominently in the main office of Contractor.
12. ETHICAL CONSIDERATIONS - Customer satisfaction in dealing with the towing company shall be of primary importance, along with other factors, such as but not limited to: response times, condition of equipment, cooperation with the City and the ability to adhere to this Agreement with the City. Any company performing City-directed towing and impound services shall conduct its business in an orderly, professional, legal and ethical manner and use every means to gain and justify the confidence of the motoring public. Any breach of this confidence, to be determined at the sole discretion of the City, may be sufficient cause for immediate removal from the rotational list.
- a. Tow companies on the rotational list assume full responsibility for their employees and agents for all acts performed pursuant to the policy. Only competent, trustworthy, courteous and sober/drug free employees with high integrity shall be used to perform any services required by the policy.

BUSINESS INFORMATION

I. OWNER INFORMATION

Owner Name: _____

Business Name: _____

Business Address: _____

Home Phone: _____ Business Phone: _____ Cell Phone: _____

FEES FOR SERVICES RENDERED

Towing and Storage Services

A. All Types of Vehicle Tows – Charges to Vehicle Owner

\$ _____ *Base tow – (any and all equipment to tow vehicle properly). This charge includes all fees to include any administrative fee except for the following authorized charges for additional services provided.*

\$ _____ *Winching/Uprighting charges*

\$ _____ *Per day per vehicle for outside storage****

\$ _____ *Per day per vehicle for inside storage****

\$ _____ *Motorcycle Towing*

*** Storage fees are per day or portion thereof **after** the first twenty-four (24) hours; **there is no charge for the first twenty-four (24) hour period.**