

SOUTH SALT LAKE CITY TOWING ROTATION APPLICATION

Disclaimer

South Salt Lake City (“City”) is seeking to establish a Towing Rotation List, in accordance with the requirements found in Utah Administrative Code R714-600, to be used when a sworn officer requests the removal and towing of a motor vehicle.

Being on the Towing Rotation List is a privilege and not a right. To be eligible to be on the Towing Rotation List, towing companies (“Contractors”) must fill out the Towing Rotation Application (“Application”) and must sign the acknowledgement of having read and understood the rules and regulations that will be required as part of being on the Towing Rotation List. Contractors awarded a placement on the Towing Rotation List must enter into a written Towing Rotation Agreement (“Agreement”) with the City prior to being placed on the list. Contractors on the Towing Rotation List must follow all federal and state laws and regulations pertaining to towing companies. Failure to comply with the terms of the anticipated Agreement or applicable federal and states laws and regulations may lead to sanctions against the towing contractor as described below.

The signature of the duly authorized representative on the Application shall confirm that entire document has been read, the information provided is complete and accurate, the Contractor and all employees are bound by all provisions of the Application, the Contractor understands the requirements to be placed on and remain on the Towing Rotation List, the Contractor accepts the conditions of the Application, and the Contractor accepts responsibility for the actions of its owners, agents, employees and tow truck passengers as they relate to the anticipated Agreement and do so with the full understanding that inclusion on the Towing Rotation List is voluntary and a discretionary privilege and 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 from the Towing Rotation List and may be charged as a criminal offense.

The Contractor is a separate and distinct entity from all other Contractors on the City’s tow rotation and does not share any of the following with another Contractor: storage yard/lot, tow trucks, telephone numbers, business licenses or insurance policies.

Minimum requirements for rotation consideration

This Towing Rotation Application applies to regular vehicle tows and is separate and distinct from the Heavy-Duty Tow Rotation List. This Application applies to the following geographical boundaries: South Salt Lake City.

The Contractor must be able to respond to a call within twenty (20) minutes. The Contractor must have at least one (1) City approved operator, tow truck, and yard within South Salt Lake City or within ten (10) miles to qualify for the Regular Tow Rotation.

- South Salt Lake City Regular Towing Rotation

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

DEFINITIONS

As used in this Application:

- 1) "City" means: The City of South Salt Lake.
- 2) "Contractor" means: the towing Contractor making application for rotation.
- 3) "Coordinator" means: the City towing rotation coordinator for the rotation area.
- 4) "Moral turpitude" means conduct which:
 - a. Is done knowingly contrary to justice, honesty, or good morals;
 - b. Has an element of falsification or fraud; or
 - c. Contains an element of harm or injury directed to another person or another's property.
- 5) "Normal Business Hours" means: **8:00 A.M. to 5:00 P.M.**, Monday thru Friday, excluding Holidays.
- 6) "Operator" means: an approved tow truck driver/operator.
- 7) "Yard" means: a storage yard approved by the Utah State Tax Commission.

APPLICATION CHECK LIST

THE FOLLOWING ITEMS MUST BE PROVIDED ALONG WITH THE APPLICATION AND AGREEMENT. EXCEPT WHERE ORIGINAL DOCUMENTS OR COLOR PHOTOCOPIES ARE SPECIFIED, BLACK AND WHITE PHOTOCOPIES ARE ACCEPTABLE. INCOMPLETE APPLICATIONS WILL BE DENIED. ALL DATA MUST BE TYPED INTO THE APPLICATION AND AGREEMENT. HANDWRITTEN APPLICATIONS WILL BE DENIED.

CONTRACTOR:

- Completed Section A – Contractor Information
- Business License for place of business, or receipt if license has not yet been received, showing that the Contractor is licensed as a towing contractor and has paid all applicable regulatory fees.
- Certificate of Insurance evidencing general liability, auto, and workers' compensation coverage in amounts approved by the City Attorney, which names the City of South Salt Lake as an additional insured and waives subrogation.
- UDOT Motor Carrier Tow Truck Contractor Certification.
- Rate sheet given to customers and/or posted at yard office(s)
- Original Business Card (no photocopies)
- Signed and completed application.

OPERATORS:

- Completed Section B – Tow Truck Operator Information

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

- Photo-quality color photocopy of both sides of Utah Driver License for each operator.
- Photo-quality color photocopy of both sides of valid Utah Medical Card as required by UDOT for each operator.
- Photo-quality color photocopy of both sides of NDCP towing certification for each operator (only AAA, TRAA, Utah Safety Council, or Wreckmaster accepted).
- Original BCI Criminal History Report for each operator that shows “Criminal History Verified” and has Arrest History attachments. Arrests that do not have dispositions listed may not be acceptable for the backgroundcheck unless the court summary is attached showing disposition of charges. Copies of the BCI Criminal History Report will not be accepted.
- Utah Driver License Division Driver License History for each tow truck operator. Driver License Reports will not be accepted.

TOW TRUCKS:

- Completed Section C – Tow Truck Information
- Utah DMV Registration Certificate for each tow truck to be used for rotation calls in that area.
- UDOT Inspection Form and Certification for each tow truck with date of issue clearly visible.
- Color photos each truck including:
 - Left and right sides (showing front bumper to rear bumper)
 - Front and rear (showing entire width)
 - License plate close-up
 - Right driver door close-up (showing required contractor decals and UDOT numbers)

Photographs should be printed on or affixed to an 8.5 x 11 sheet of paper. Loose photographs will not be accepted.

LOT / YARD:

- Completed Section D – Storage Yard Information
- Central Office Authorization letter, if applicable.
- Utah State Tax Commission letter for each yard.
- Business License for each impound yard, or receipt if license has not yet been received, showing that the Contractor is licensed as a towing contractor and has paid all applicable regulatory fees.
- Copy of rental or lease agreement if yard is not owned by Contractor.
- Color photos of each yard, including
 - Fence (top to bottom)
 - Close-up of yard signage posted on the fence of that yard clearly showing all lettering

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

- Entire yard storage area, including any indoor storage space (multiple photographs may be necessary)

- On-site office space, including:
 - Exterior office entrance showing address
 - Exterior office signage
 - Interior office space

Photographs should be printed on or affixed to an 8.5 x 11 sheet of paper. Loose photographs will not be accepted.

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

SECTION A – CONTRACTOR INFORMATION

Application Date _____

Business / Contractor Name _____

Business Street Address _____

City _____ Zip _____

Mailing Street Address _____

City _____ Zip _____

E-Mail Address _____

Business Phone _____ Dispatch Phone _____

Fax # _____

Insurance Company _____ Policy Number _____

Insurance Expiration Date _____

UDOT MCTTCC Expiration Date _____ Workers Comp Expiration Date _____

Business Ownership: Sole Proprietorship Partnership Corporation

Business Owner (s)

1. Name _____ DOB _____

Street Address _____

City _____ Zip _____

Phone (Day) _____ Phone (Cell) _____

2. Name _____ DOB _____

Street Address _____

City _____ Zip _____

Phone (Day) _____ Phone (Cell) _____

3. Name _____ DOB _____

Street Address _____

City _____ Zip _____

Phone (Day) _____ Phone (Cell) _____

**SOUTH SALT LAKE CITY
TOWING ROTATATION APPLICATION**

SECTION B – TOW TRUCK OPERATOR INFORMATION

1. Name _____ DOB _____
Street Address _____
City _____ Zip _____ Phone _____
Driver License Number _____ DL Expiration _____
Wrecker Certification Type _____ WC Expiration _____
Medical Card Expiration _____

2. Name _____ DOB _____
Street Address _____
City _____ Zip _____ Phone _____
Driver License Number _____ DL Expiration _____
Wrecker Certification Type _____ WC Expiration _____
Medical Card Expiration _____

3. Name _____ DOB _____
Street Address _____
City _____ Zip _____ Phone _____
Driver License Number _____ DL Expiration _____
Wrecker Certification Type _____ WC Expiration _____
Medical Card Expiration _____

4. Name _____ DOB _____
Street Address _____
City _____ Zip _____ Phone _____
Driver License Number _____ Wrecker Certification Type _____

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

Expiration _____

_____ Medical Card DL Expiration _____
WC Expiration _____

**SOUTH SALT LAKE CITY
TOWING ROTATATION APPLICATION**

SECTION B – TOW TRUCK OPERATOR INFORMATION

5. Name _____ DOB _____
Street Address _____
City _____ Zip _____ Phone _____
Driver License Number _____ DL Expiration _____
Wrecker Certification Type _____ WC Expiration _____
Medical Card Expiration _____

6. Name _____ DOB _____
Street Address _____
City _____ Zip _____ Phone _____
Driver License Number _____ DL Expiration _____
Wrecker Certification Type _____ WC Expiration _____
Medical Card Expiration _____

7. Name _____ DOB _____
Street Address _____
City _____ Zip _____ Phone _____
Driver License Number _____ DL Expiration _____
Wrecker Certification Type _____ WC Expiration _____
Medical Card Expiration _____

8. Name _____ DOB _____
Street Address _____
City _____ Zip _____ Phone _____
Driver License Number _____ Wrecker Certification Type _____

**SOUTH SALT LAKE CITY
TOWING ROTATATION APPLICATION**

_____ DL Expiration _____
Medical Card Expiration _____ WC Expiration _____

**SOUTH SALT LAKE CITY
TOWING ROTATATION APPLICATION**

SECTION B – TOW TRUCK OPERATOR INFORMATION

9. Name _____ DOB _____
Street Address _____
City _____ Zip _____ Phone _____
Driver License Number _____ DL Expiration _____
Wrecker Certification Type _____ WC Expiration _____
Medical Card Expiration _____

10. Name _____ DOB _____
Street Address _____
City _____ Zip _____ Phone _____
Driver License Number _____ DL Expiration _____
Wrecker Certification Type _____ WC Expiration _____
Medical Card Expiration _____

11. Name _____ DOB _____
Street Address _____
City _____ Zip _____ Phone _____
Driver License Number _____ DL Expiration _____
Wrecker Certification Type _____ WC Expiration _____
Medical Card Expiration _____

12. Name _____ DOB _____
Street Address _____
City _____ Zip _____ Phone _____
Driver License Number _____ Wrecker Certification Type _____

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

_____ Medical Card DL Expiration _____
Expiration _____ WC Expiration _____

Attach additional sheets as necessary.

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

SECTION C – TOW TRUCK INFORMATION

1. Year _____ Make _____ Model _____

VIN _____ Lien Holder _____

Utah License Plate _____ Plate Expiration _____

Truck/Fleet Number _____ UDOT Inspection Date _____

Type: Wheel Lift Only Flat-bed Heavy Duty

2. Year _____ Make _____ Model _____

VIN _____ Lien Holder _____

Utah License Plate _____ Plate Expiration _____

Truck/Fleet Number _____ UDOT Inspection Date _____

Type: Wheel Lift Only Flat-bed Heavy Duty

3. Year _____ Make _____ Model _____

VIN _____ Lien Holder _____

Utah License Plate _____ Plate Expiration _____

Truck/Fleet Number _____ UDOT Inspection Date _____

Type: Wheel Lift Only Flat-bed Heavy Duty

4. Year _____ Make _____ Model _____

VIN _____ Lien Holder _____

Utah License Plate _____ Plate Expiration _____

Truck/Fleet Number _____ UDOT Inspection Date _____

Type: Wheel Lift Only Flat-bed Heavy Duty

5. Year _____ Make _____ Model _____

**SOUTH SALT LAKE CITY
TOWING ROTATATION APPLICATION**

VIN _____ Lien Holder _____
Utah License Plate _____ Plate Expiration _____
Truck/Fleet Number _____ UDOT Inspection Date _____

Type: Wheel Lift Only Flat-bed Heavy Duty

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

SECTION C – TOW TRUCK INFORMATION

6. Year _____ Make _____ Model _____

VIN _____ Lien Holder _____

Utah License Plate _____ Plate Expiration _____

Truck/Fleet Number _____ UDOT Inspection Date _____

Type: Wheel Lift Only Flat-bed Heavy Duty

7. Year _____ Make _____ Model _____

VIN _____ Lien Holder _____

Utah License Plate _____ Plate Expiration _____

Truck/Fleet Number _____ UDOT Inspection Date _____

Type: Wheel Lift Only Flat-bed Heavy Duty

8. Year _____ Make _____ Model _____

VIN _____ Lien Holder _____

Utah License Plate _____ Plate Expiration _____

Truck/Fleet Number _____ UDOT Inspection Date _____

Type: Wheel Lift Only Flat-bed Heavy Duty

9. Year _____ Make _____ Model _____

VIN _____ Lien Holder _____

Utah License Plate _____ Plate Expiration _____

Truck/Fleet Number _____ UDOT Inspection Date _____

Type: Wheel Lift Only Flat-bed Heavy Duty

10. Year _____ Make _____ Model _____

**SOUTH SALT LAKE CITY
TOWING ROTATATION APPLICATION**

VIN _____ Lien Holder _____
Utah License Plate _____ Plate Expiration _____
Truck/Fleet Number _____ UDOT Inspection Date _____

Type: Wheel Lift Only Flat-bed Heavy Duty

Attach additional sheets as necessary.

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

SECTION D – STORAGE YARD INFORMATION

All Rotation Yards must be State Tax Commission Approved.

All of the yards listed must have a yard office staffed and open for business during normal business hours, Monday through Friday, unless a contractor provides evidence of the Central Office Authorization from the State Tax Commission - Motor Vehicle Division. In this case yard number one (1) will be listed as the central office and a copy of the written Central Office Authorization from the must be sub mitted with the application.

Central Office Location (if applicable) or Yard 1

1. Street Address _____
City _____ Zip _____ Central Office Phone _____
Office Operator Name _____
Business License Expiration _____
Tax Commission Inspection Date _____ Impound Yard Number _____
Check One: Own Lease Rent

2. Yard 2

Street Address _____
City _____ Zip _____ Yard 2 Phone _____
On-Site Yard Operator Name _____
Business License Expiration _____
Tax Commission Inspection Date _____ Impound Yard Number _____
Check One: Own Lease Rent

3. Yard 3

Street Address _____
City _____ Zip _____ Yard 3 Phone _____
On-Site Yard Operator Name _____
Business License Expiration _____
Tax Commission Inspection Date _____ Impound Yard Number _____
Check One: Own Lease Rent

No additional sheets accepted.

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

GENERAL TERMS, CONDITIONS, AND PROCEDURES, FOR CONTRACTORS

- 1) This Application and any addenda shall be filled out in electronic format.
- 2) The Contractor is responsible for the actions of all employees and will ensure that all employees are aware of and comply with the requirements of the terms and conditions of this Application and any subsequent written Agreement entered into between Contractor and the City.
- 3) The Contractor 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, efficient, and effective manner.
- 4) The daytime and nighttime business phone number shall be answered in the name of the Contractor.
- 5) The Contractor shall have a fax machine that will automatically receive any incoming fax that is sent to it, which will be checked no less than on a weekly basis. The Contractor shall have an email address that will be checked no less than on a weekly basis.
- 6) The Contractor will be available for rotation calls 24 hours a day, seven (7) days a week.
 - a) When requested by the City to tow and/or store a **light or medium-duty vehicle**, the operator shall respond to the scene within the maximum **twenty-minute time frame**, unless otherwise excused by the Coordinator because of inclement weather, unusual traffic conditions, or excessive distance.
- 7) If the Contractor fails to respond to a call from dispatch or declines a rotation call, it shall be placed on the bottom of the towing rotation list.
- 8) A Contractor that demonstrates a pattern of not responding to or declining rotation calls will be subject to suspension from the Regular Towing Rotation for a period to be determined by the City. Failure to respond or declining three (3) calls or more within a six (6) month period will be grounds for automatic suspension.
- 9) The Contractor shall respond with its own equipment that is permanently marked as such and will not use other towing company's equipment on a "Temporary Lease," substitute, partnership, or backup basis.
- 10) Only the Contractor that was dispatched from the towing rotation list may respond to a tow request. Any other towing company that was not specifically dispatched shall not respond on behalf of the dispatched contractor, regardless of the circumstances. The Contractor shall not be allowed to tow a vehicle on behalf of another contractor.
- 11) The Contractor shall ensure that tow truck operators provide only those services that are necessary and/or requested and shall, at the time of the tow, provide the owner or driver of the vehicle (if present at the scene) with the following documents:
 - a) The location where the vehicle will be stored,
 - b) A copy of the current rate schedule,
 - c) The terms of the vehicle recovery,
 - d) The Utah Consumer's Bill of Rights Regarding Towing.

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

- 12) The Contractor shall ensure that operators do not leave the scene of a rotation call on a traffic accident until all debris and fluids from the towed vehicle (including all absorbent material) have been properly removed from the roadway, as coordinated by the ranking officer at the scene.
- 13) The service ticket shall be completed at the time of the tow and shall include the following information, clearly printed or electronically generated:
 - a) Start date and time (time dispatched)
 - b) Location of the tow
 - c) Location of the approved yard to which the vehicle was towed
 - d) End date and time (arrival time at the yard)
 - e) Operator's name
- 14) For all regular rotation calls that involve Light Duty and Medium Duty vehicles, as defined in Administrative Rule R 909-2-4, the contractor will only be allowed to bill for one (1) hour of tow services. In case of crashes involving serious injury, fatalities, or other tows which are significantly longer than one hour, an on-scene SSLPD sergeant or lieutenant may sign the tow receipt, noting the departure from the scene time, thereby authorizing billing longer than the standardized one hour. The billing time will only be extended to twenty (20) minutes past the departure time from the location of the tow.
- 15) For tows not involving a State Tax impound, if the vehicle's driver requests the vehicle be towed to a location other than the Contractor's impound yard and the on-scene officer concurs, the tow operator shall comply with this request. Billing in excess of the amount allowed in Section I, Paragraph 15 will only be allowed should the requested address be outside of the county borders. In this case, any time in excess of the one-hour maximum must be documented as required by Administrative Rule and can only be billed from the original dispatch time to the drop-off time at the requested location.
- 16) The Contractor shall accept payment offered in cash and/or by major credit or debit card and shall maintain sufficient cash on hand to make change of up to fifty-five dollars (\$55). Credit card processing fees or other similar credit card service charges are not permitted (see Section I, Paragraph 18). The Contractor shall not be obligated to accept checks.
- 17) Charging of fees other than those allowed in Utah Code Ann. § 72-9-603, regardless of the name given to describe them, violates the law. Once 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. This waiver must be signed by the person retrieving the vehicle before the vehicle is released. Charging unauthorized fees will result in an immediate suspension of the Contractor from the rotation.
- 18) The Contractor shall send a certified letter to the registered owner for all police generated tows that are "hold-for-owner" by the end of the next business day after the tow was completed. If the Contractor is unable to locate an address for the registered owner via the IVS system, DMV, or paperwork within the vehicle, the Contractor may contact Coordinator for assistance in locating a valid mailing address.

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

- 19) The Contractor shall ensure that once an 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, the name of the person removing it, and the reason for its removal.
- 20) The Contractor 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 may result in the suspension of the Contractor from the rotation.
- 21) The Contractor shall maintain complete and accurate records of all City rotation tows and shall provide the Coordinator with such records as requested. These records shall be organized chronologically by date and maintained separately from all other towing records. Failure to maintain such records will result in suspension of the Contractor from the rotation.
- 22) The Contractor shall notify the Coordinator in writing within five (5) business days of any changes in the information submitted in this Application and Agreement (i.e. operator terminations, retired trucks, new phone numbers, etc.) within the following sections:
- a) Section A - Contractor Information,
 - b) Section B - Tow Truck Operators,
 - c) Section C - Tow Trucks, or
 - d) Section D - Storage Yard.
- 23) The Contractor shall provide renewal copies of the following documents at the time they are renewed:
- a) licenses,
 - b) insurances,
 - c) registrations,
 - d) certifications, and
 - e) driver certificates
- Any changes to these documents (i.e. new insurance policy carrier or new certification) shall be sent to the Coordinator prior to the expiration or lapse of the originally submitted document. These documents shall be emailed to tow@sslc.com or mailed or hand delivered to the Coordinator. Faxed copies will not be accepted.
- 24) If the Contractor desires to make an addition to the information submitted in Sections A, B, C, or D of this Application (i.e. new operators, new yards, new trucks) after the final approval letter has been issued, the Contractor shall print out a new copy of the relevant Section **with all currently approved operators, trucks, or yards listed in order** and the new addition listed in the first unfilled spot. All supporting documentation (i.e. licenses, certifications, etc.) shall be attached to the printed copy of the relevant Section. These documents shall be emailed to tow@southsaltlakecity.com or mailed or hand delivered to the Coordinator. Faxed copies will not be accepted.
- 25) Any new operators, yards, tow truck operators, trucks, etc. are **not** to be used until the proper paperwork has been filed with and approved by the Coordinator. If the Contractor uses any operators, yards, tow trucks, etc. that have not been approved, it will be cause for immediate suspension of the Contractor.
- 26) The Contractor shall submit to unannounced tow truck equipment inspections by the City and must successfully pass said inspections in order to remain on the rotation.

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

- 27) The Contractor shall submit to unannounced yard inspections during normal business hours (8:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays) by SSLPD during the course of the rotation year for each approved yard. The Contractor must successfully pass said inspections to remain on rotation. If it is determined that the on-site yard office is not staffed and open for business as required by R873- 22M-17, the Contractor shall be suspended from the rotation.
- 28) The Contractor shall maintain the following insurance coverages in an amount required by the City Attorney and shall provide a certificate of insurance naming the City of South Salt Lake as an additional insured:
 - a) general liability insurance policy
 - b) automobile liability
 - c) garage liability
 - d) motor truck cargo / on-hook liability
- 29) A notification to the City from the insurance provider that the Contractor's insurance policy has been cancelled shall result in the immediate suspension of the Contractor from the rotation.
- 30) The Contractor shall also provide evidence of Workers Compensation Insurance in an amount required by the City Attorney and shall maintain said coverage throughout the rotation year. No owner or officer may be excluded. An Exclusion Waiver Endorsement (a statement that you do not want workers compensation on yourself and that you have no employees) is not acceptable.
- 31) Any threat made by a Contractor or any of its employees to a member of the public or a City employee will result in an immediate suspension of the Contractor from the rotation.

I. TOW TRUCK OPERATORS

- 1) Operators shall comply with all state laws and regulations when engaged in towing for the City.
- 2) As evidenced by a BCI criminal background check dated within 30 days of submission to the City, each operator shall not have been convicted within the last five (5) years, including a plea in abeyance, of any felony or misdemeanor crime involving:
 - i) violence,
 - ii) moral turpitude,
 - iii) weapons,
 - iv) driving under the influence,
 - v) or illegal use of any controlled substance.
- 3) As evidenced by a Utah Driver License History Report dated within 30 days of submission to the City, each operator shall not have had driving privileges under revocation, suspension, or denial within two (2) years of the date of application.

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

- 4) Serious operator error during a tow process will result in an immediate suspension of the Contractor from rotation. The Coordinator shall determine if a violation is serious.
- 5) Operating a tow truck in violation of the law may result in the suspension of the Contractor from rotation.
- 6) Whenever performing tow duties for the City, each operator or other contractor employee or representative who responds to the scene shall wear long pants, close-toed shoes, and a reflective vest.
- 7) Use by the Contractor of an unauthorized operator on a rotation call will be cause for immediate suspension of the Contractor from the rotation.
- 8) All operators must possess a current and valid Utah driver license.

II. TOW TRUCKS

- 1) Each tow truck shall comply with the safety equipment requirements found in Title 72, Chapter 9, Part 6 of the Utah Code and Utah Administrative Code R909-19 which can be found on-line at <http://www.udot.utah.gov>. All equipment shall be permanently marked and specific to the truck.
- 2) Each tow truck shall have whatever equipment is necessary to safely tow the vehicle, clean up any debris and fluids from the towed vehicle, and securely transport all loose items from the towed vehicle. All equipment shall be permanently marked, specific to the truck.
- 3) Each tow truck that responds to a rotation call must be unloaded and cannot be transporting any vehicle, vehicle parts, people, or other items for another commercial purpose.
- 4) The Contractor shall ensure that each tow truck that responds to the tow of a motorcycle shall be soequipped as to provide for one person loading, as well as safe and secure upright transport of the motorcycle.
- 5) Each tow truck shall be registered in the name of the Contractor and/or owner, and the address listed for the registration shall be the same as the Contractor address listed on the business license.
- 6) For the purposes of the rotation, the Contractor name, city, state, and UDOT number must be permanently marked on the vehicle.
- 7) Using an unauthorized tow truck on a rotation call will be cause for immediate suspension of the Contractor from rotation.

III. STORAGE YARD/ LOT

- 1) Yards/Lots shall be in compliance with all State laws and regulations.
- 2) Yards used by the Contractor for rotation purposes must be state tax approved, in compliance with all State Tax Commission and rotation requirements, and shall remain in compliance for the duration of the rotationperiod. Failure to maintain current compliance with one or more yards will result in the

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

contractor's suspension from the rotation. State Tax requirements are minimum requirements and state tax approval is not to be considered as a guarantee that the yard will be approved for the rotation.

- 3) Use by the Contractor of and unauthorized yard/lot will be cause for immediate suspension of the Contractor from the rotation.
- 4) The Contractor shall provide the Coordinator with a copy of the Central Office Authorization as permitted in R873-22M-17. This can be a letter from the State Tax Commission designating the Central Office or a copy of the yard inspection designating the Central Office.
- 5) Towing companies may be authorized by the State Tax Commission to maintain multiple storage areas that are served by a central office. In these instances, upon contact by the vehicle owner or authorized agent, the Contractor representative:
 - a) shall, during normal business hours, respond to the yard within 20 minutes or shall respond by appointment on the same business day contact was made at the discretion of the vehicle owner or authorized agent;
 - b) 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; or
 - iii) inspecting the condition of the vehicle;
 - c) shall not require the vehicle owner or authorized agent to respond to more than one towing contractor location to arrange for and obtain the release of the vehicle.
- 6) The Contractor shall provide the vehicle owner or authorized representative access to retrieve a vehicle 24- hours a day, seven (7) days a week. The fee for after-business-hours retrieval shall be reasonable and shall not exceed that allowed by statute. The Contractor shall obtain a signed waiver from the owner, indicating consent to pay the after-business-hours release fee, prior to the releasing the vehicle.
- 7) Yards that experience frequent problems with theft from or vandalism to towed and stored vehicles will be removed from rotation.
- 8) Vehicles shall not be towed to a yard other than the appropriate approved yard or transferred from said yard without prior notification to and approval from the Coordinator. The sole exception is for any vehicle which qualifies for a State Tax Sale (at least 30 days old) may be transferred to another yard for purposes of the State Tax Sale without any prior notice to the Coordinator providing that the date of said transfer and the yard transferred to is recorded on the original invoice.
- 9) The vehicle shall be towed to an approved yard owned by the Contractor unless the owner or operator of the vehicle requests that the vehicle be taken to another location. Such requests will be honored upon satisfying the lawful towing contractor requirements for payment for services.
- 10) All property removed from towed vehicles by the Contractor for "safe keeping" shall be listed on the invoice given to the vehicle owner. A Contractor that follows this practice must have a policy in place and must provide a copy of such to the Coordinator. This policy shall include: Type of property normally removed, where it will be kept, who will be responsible for ensuring it is returned to the owner, who will release the property, and be limited only to property not attached to the vehicle, etc.
- 11) The Contractor 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 said log shall show the name, vehicle, date, time, and receipt number.

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

IV. COMPLAINTS

- 1) The Contractor shall cooperate with the Coordinator in any inquiry regarding an allegation of the violation of any part of the written Agreement entered into between Contractor and the City.

V. SUSPENSION

- 1) The City has an interest in ensuring the safety of vehicles and contents when towed and stored at City's request. When circumstances warrant, it may become necessary to suspend a towing Contractor from the rotation until the situation can be thoroughly investigated and an appropriate and fair decision rendered.
- 2) Actions that may result in a towing contractor's suspension from the Towing Rotation List include, but are not limited to:
 - a. operating unsafe tow trucks;
 - b. serious operator error;
 - c. charging unauthorized fees such as a processing fee, or business hours gate fee;
 - d. threats;
 - e. vehicle damage sustained during the towing process;
 - f. operating in violation of law;
 - g. expiration of insurance;
 - h. using unauthorized operators on rotation calls;
 - i. using unauthorized tow trucks on rotation calls;
 - j. using unauthorized impound yards;
 - k. pattern of excessive response time to rotation calls;
 - l. failure to maintain complete and accurate records of rotation towed vehicles;
 - m. a yard does not have an office on site and is not approved for central office;
 - n. non-permanent or magnetic signs being used on the tow trucks;
 - o. using a storage yard other than those approved and included in the application;
 - p. requesting or demanding a vehicle owner sign any financial responsibility disclaimers;
 - q. refusal to release the vehicle to the owner, owner's designee, or authorized insurance company; or
 - r. holding life-essential personal property "hostage" for payment to tow contractor;
- 3) A Contractor yard, truck or driver may 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.
- 4) A violation of any part of the written Agreement entered into between Contractor and the City may be cause for suspension from the rotation.
- 5) If the Coordinator deems a suspension is appropriate, the Contractor will be notified by mail.
- 6) The Coordinator will determine the length of any suspension. Suspension may result in a Contractor being denied participation for thirty (30) days, sixty (60) days, ninety (90) days, the remainder of the rotation year, extended into a proceeding rotation year, or permanently.

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**

**SOUTH SALT LAKE CITY
TOWING ROTATION APPLICATION**
