

# Wyoming Highway Patrol Voluntary Tow & Recovery Carrier Guidelines Update

August 22, 2019

Presented by: Rodney Miears  
Tow & Recovery Program Coordinator (TRPC)  
Along with the Towing Advisory Board (TAB) &  
the Dispute Resolution Committee (DRC)



# Meeting Purpose

- Continue the working relationship between the Wyoming Highway Patrol and the Towing Industry.
- Provide an update as to status of the proposed rules.
- Continue to seek input from the Towing Industry.
- Move in a direction that is beneficial for everyone involved.
- WHP Website updates.



# Authority

---

As I mentioned at the January meeting in Casper W.S. § 31-5-1701 provides that:

- The Wyoming Department of Transportation to adopt rules and regulations related to the removal of vehicles from the highways when the owner or operator is unable to assist in the vehicles removal (Non-consensual towing). As a division of WYDOT, Director Luke Reiner has tasked the WHP with carrying out this statutory mandate.





# Towing Advisory Board (TAB)

---

- Andy Burg - Auto Inn Repair (Owner) (Wyoming Trucking Association) **Chairman**
- Dave Rose - Big Al's Towing (Owner) **Vice-Chairman**
- Bryan Sanborn - Sinclair Trucking Company (Terminal Manager) **Secretary**
- Rodney Mears - WHP TRPC
- Scott Fabricus - Mountain West Farm Bureau (District Claims Manager)
- Greg Carroll - E & F Towing (Owner)
- Patty Bauer - WHP Dispatch Manager (Subject matter expert)\*





# TAB

Meetings since January: 6

Purpose: To have subject matter experts come together for the betterment of the proposed rules

Very informative and constructive

---



# Dispute Resolution Committee (DRC)

---

- John Gallant - Iron J Towing (Owner) Chairman
- Rhonda Zimmerman - E& F Towing (Owner) Vice-Chairman
- Rodney Miers - WHP TRPC Secretary
- Scott Fabricus - Mountain West Farm Bureau (District Claims Manager)
- Dean Teter - Dixon Brothers Inc. (Wyoming Trucking Association Representative)







# DRC

Meetings since January: 3

Purpose: To review the proposed rules on rates, fee schedules, and to provide input on exorbitant invoices.

---



# Storage Facility Requirements

---

- Towing companies shall be equipped to provide an adequate storage lot or building for proper safe and securement of all vehicles towed at the request of WHP.
- All tow & recovery companies shall make a reasonable effort to provide safe storing and to prevent vandalism for all vehicles towed, including the contents of the towed vehicle.
- If a storage facility facilities are is not adjoined to the towing company's place of business, the towing company's storage facility shall be identified with a highly visible sign containing the towing company's name, address and phone number. ~~No two (2) or more towing companies, including a towing entity that has a parent company, shall be permitted to share the same storage facility.~~ Companies must be in compliance with the Vehicle Storage & Disposal Facility license.
- The place of business, storage facility, and equipment shall be located within the towing company's approved rotational area.



# Storage Facility Requirements

---

- ~~Vehicles towed at the request of the WHP shall be stored in a storage facility with security fencing at least six (6) feet in height as required by the Vehicle Storage & Disposal Facility License.~~
- ~~The WHP, at the recommendation of the TRPC, may approve alternative security measures if such measures are found to adequately provide security from vandalism and/or theft. Conversely, in the event that incidents of theft and vandalism increase, the TRPC shall have the authority to require the towing company to increase security measures and/or eliminate that tow yard from storing vehicles. These alternate security measures shall be in compliance with the Vehicle Storage & Disposal Facility requirements.~~



# Storage Facility Requirements

---

- When a “Hold Order” is placed on a towed vehicle by a WHP Member, the vehicle shall be placed in an area of the storage facility that is not accessible to the general public, until such time that a WHP member releases the “Hold Order” on the towed vehicle. The Member that requested the “Hold Order” or immediate supervisor will be the one to release it. When “Hold Orders” are released, a Vehicle Impound Form P-18(f) shall be completed. To assure adequate compensation, the towed vehicle will be released to the Tow & Recovery Carrier unless already compensated for services.
- ~~When no “Hold Order” has been placed on a vehicle, the towing company is permitted to release the vehicle to the owner/designee and/or lienholder upon satisfaction of all fees.~~ Towing companies should require Photo Identification to verify the person(s) requesting release.



# Vehicle Storage & Disposal Facility License

---

WYDOT: Compliance & Investigation Division

Lacey Bruckner, Investigation Supervisor

Bob Stauffacher, Chief Investigator

Shane Fox, Senior Investigator

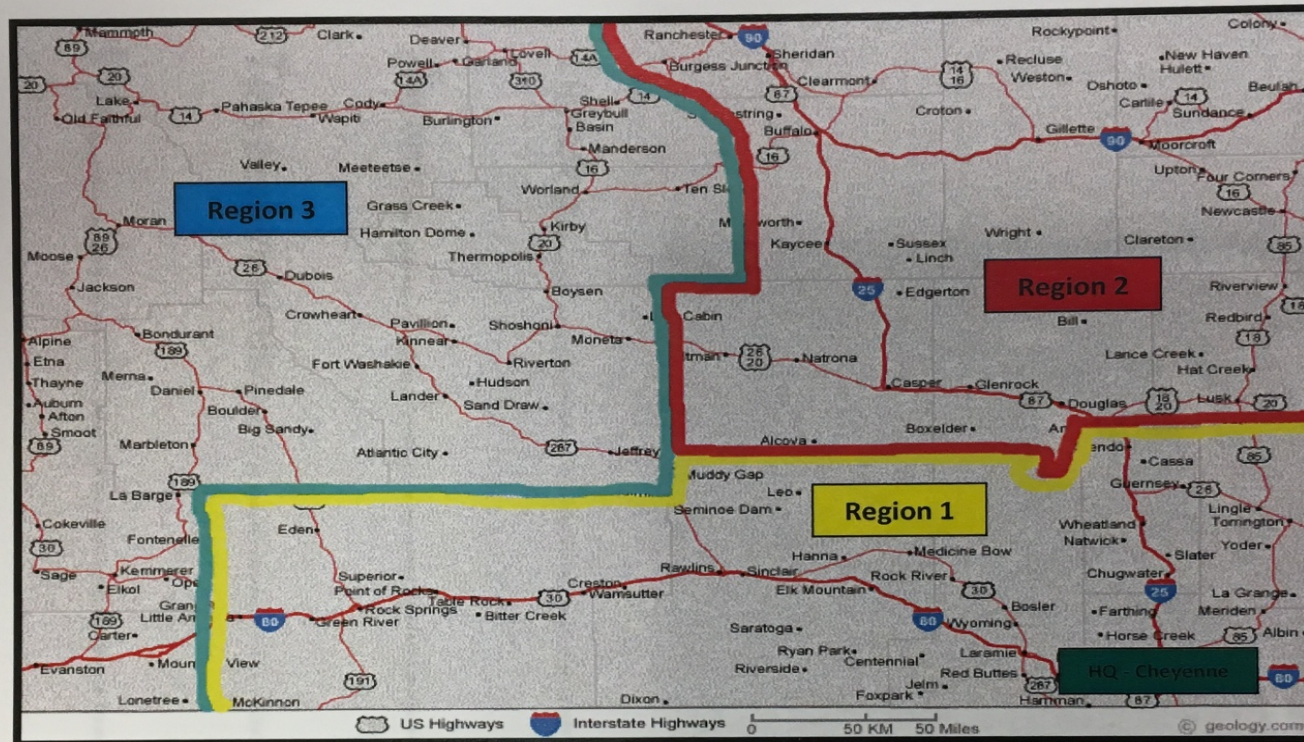
## Helpful Statutes:

- W.S. § 31-13-114 License Requirements
- W.S. § 31-11-107 Records Requirements
- W.S. § 31-2-104 Title Requirements
- W.S. § 34.1-7-210 Storage/Mechanic Lien Procedures
- W.S. § 29-7-101 through 29-7-106 Filing Liens





## COMPLIANCE & INVESTIGATION CONTACT INFORMATION



Region 1 – Southeast Region	Region 2 – Northeast Region	Region 3 – Western Region
Shane Fox, Senior Investigator	Terry Reagan, Senior Investigator	Bob Richardson, Senior Investigator
5300 Bishop Blvd.	50 Orin Way	173 US HWY 20
Cheyenne, WY 82009	Douglas, WY 82633	Thermopolis, WY 82443
(307) 777-3840 Office	(307) 358-1944 Office	(307) 864-6115 Office
(307) 777-4229 Fax	(307) 358-1945 Fax	(307) 864-6126 Fax

Headquarters – 5300 Bishop Blvd. Cheyenne, WY 82009		
Shannon Ferree, Investigator	Bob Stauffacher, Chief Investigator	Lacey Bruckner, Investigation Supervisor
(307) 777-3815 Office	(307) 777-3849 Office	(307) 777-4228 Office
(307) 777-4229 Fax	(307) 777-4229 Fax	(307) 777-4229 Fax



# Operating Authority

- 
- Jenifer Naatz with Motor Vehicle Services: Regulatory Department. Issues Wyoming Operating Authority.



# Paperwork Changes

---

2019 Wrecker inspection process

New forms:

T/R-1 (Tow Truck Fact Sheet)

T/R-4 (Tow Truck Inspection Report)

T/R-6 (Signed Guidelines)

T/R-7 (Wrecker Fee Schedule)



# Wrecker Inspection Process

---

*Tow & Recovery Carriers will provide the following documents prior to the start of the business inspection with the required information completed.*

- Tow Truck Fact Sheet (T/R-1)*
- Driver Information Form (T/R-2)*
- Equipment Information Form (T/R-3)*
- Tow Truck Inspection form (T/R-4)*
- Rotational List Signed Guidelines (T/R-6)*
- Rotational Fee Schedule (T/R-7)*





### WYOMING HIGHWAY PATROL TOW TRUCK FACT SHEET

BUSINESS NAME: \_\_\_\_\_  
 BUSINESS OWNER(S): \_\_\_\_\_ HOME PHONE NUMBER: \_\_\_\_\_  
 BUSINESS PHYSICAL ADDRESS: \_\_\_\_\_ (City, State, Zip)  
 BUSINESS MAILING ADDRESS: \_\_\_\_\_ (City, State, Zip)  
 EMAIL ADDRESS: \_\_\_\_\_ FEDERAL ID #: \_\_\_\_\_ DOT #: \_\_\_\_\_  
 DAY PHONE NUMBER: \_\_\_\_\_ 24-HOUR NUMBER: Yes  No   
 NIGHT PHONE NUMBER: \_\_\_\_\_ 24-HOUR NUMBER: Yes  No   
 24-HOUR TOW & Recovery SERVICE YES  NO  IF NO, SPECIFY: \_\_\_\_\_

#### SERVICE(s) AVAILABLE

WRECKER CLASS	TOW		RECOVERY	
	Yes	No	Yes	No
CLASS A: (Min. GVWR 10,000 lbs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLASS B: (Min. GVWR 21,000 lbs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLASS C: (Min. GVWR 35,000 lbs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLASS R: (Min. GVWR 12,000 lbs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CERTIFIED & INSURED COMPANY WITH EMPLOYEES & EQUIPMENT CAPABLE OF A  
 HAZARDOUS MATERIAL INCIDENT: Yes  No   
 INSIDE SECURE STORAGE: Yes  No   
 FENCED OUTSIDE SECURE STORAGE: Yes  No   
 FENCED OUTSIDE SECURE STORAGE LOCATION: \_\_\_\_\_  
 SECONDARY FENCED OUTSIDE SECURE STORAGE YARD LOCATION: \_\_\_\_\_

(PLEASE SPECIFY ALL OTHER EQUIPMENT AND SERVICES AVAILABLE TO ASSURE ADEQUATE CALLOUTS BELOW)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

SMALL ROTATION:  LARGE ROTATION:  AAA:  AMV ROTATION:

ASSIGNED ROTATIONAL AREA: \_\_\_\_\_  
 BUSINESS OWNER: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_  
 TRPC NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_  
 DIVISION LIEUTENANT: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_  
 DISPATCHER: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

DATE REMOVED FROM ROTATION: \_\_\_\_\_ WHP MEMBER SIGNATURE: \_\_\_\_\_  
 DATE RECEIVED BY DISPATCH: \_\_\_\_\_ DISPATCHER NAME: \_\_\_\_\_





WYOMING DEPARTMENT OF TRANSPORTATION REGULATORY SECTION TOWING & RECOVERY VEHICLE INSPECTION



COMPANY NAME: DBA: DOCKET #: DOT #: COUNTY: STORAGE YARD OWNER: YARD NAME: PRIMARY YARD ADDRESS: SECONDARY YARD ADDRESS: VEHICLE INFORMATION: MAKE: MODEL: YEAR: TRUCK #: VIN: LICENSE PLATE #: MFG GVWR (Lbs):

(BELOW INFORMATION TO BE FILLED OUT BY THE WYOMING HIGHWAY PATROL)

\*\*A CVSA LEVEL 1 OR V INSPECTION MUST BE COMPLETED ON ALL TOW TRUCKS CLASSIFIED AS COMMERCIAL GVWR GREATER THAN 10,001 LBS INTERSTATE OR 26,001 LBS INTRASTATE WITHOUT OOS VIOLATIONS. IF A CURRENT CVSA DECAL IS DISPLAYED (WITHIN THE PAST 90 DAYS), NO CVSA INSPECTION IS REQUIRED, PUT THE CVSA # HERE: (INSPECTION # )\*\*

MINIMUM REQUIREMENTS FOR ALL TOW TRUCKS (#'s 2-21)

Table with 3 columns: YES, NO, RE-INSPECTED. Rows 1-21 listing inspection items like COPY OF WYOMING OPERATING AUTHORITY, COMPANY NAME AFFIXED, etc.

MINIMUM CLASS A REQUIREMENTS (SMALL WRECKER-MUST MEET 2-21 ABOVE, PLUS:)

Table with 3 columns: YES, NO, RE-INSPECTED. Rows 22-27 listing inspection items like GROSS VEHICLE WEIGHT RATING, BOOM CAPACITY, etc.

MINIMUM CLASS B REQUIREMENTS (MEDIUM DUTY WRECKER-MUST MEET 2-21 ABOVE, PLUS:)

Table with 3 columns: YES, NO, RE-INSPECTED. Rows 28-33 listing inspection items like GVWR, BOOM CAPACITY, PTO, etc.

MINIMUM CLASS C REQUIREMENTS (LARGE WRECKER-MUST MEET 2-21 ABOVE, PLUS:)

Table with 3 columns: YES, NO, RE-INSPECTED. Rows 34-41 listing inspection items like GVWR, BOOM CAPACITY, WIRE CABLE, etc.

MINIMUM CLASS R REQUIREMENTS (ROLLBACK-MUST MEET 2-21 ABOVE, PLUS:)

Table with 3 columns: YES, NO, RE-INSPECTED. Rows 42-45 listing inspection items like GVWR, WINCH RATING, WIRE CABLE, etc.

MINIMUM CLASS L REQUIREMENTS (LIGHT DUTY-MUST MEET 2-21 ABOVE, PLUS:)

Table with 3 columns: YES, NO, RE-INSPECTED. Rows 46-51 listing inspection items like GVWR, REAR WHEELS, BOOM CAPACITY, etc.

APPROVED [ ] NOT APPROVED [ ] REASON: \_\_\_\_\_

RE-INSPECTED BY: \_\_\_\_\_ RE-INSPECTED DATE: \_\_\_\_\_

ALL TOW & RECOVERY CARRIERS WHO OPERATE IN THE STATE OF WYOMING ARE REQUIRED TO NOTIFY WYOMING HIGHWAY PATROL COMMUNICATIONS CENTER AT (307-777-4321) PRIOR TO THE REMOVAL OF ANY VEHICLE ON A STATE HIGHWAY.

IT IS UNDERSTOOD THAT IN FILLING THIS INSPECTION ALONG WITH AN APPLICATION FOR OPERATING AUTHORITY, I WILL COMPLY WITH THE RULES AND REGULATIONS FOR THE DESIGN AND OPERATION OF TOWING & RECOVERY VEHICLES AS ADOPTED BY THE WYDOT REGULATORY SECTION, AND FAILURE TO DO SO MAY RESULT IN THE CANCELLATION OF THE PERMIT GRANTED TO ME BY THE DEPARTMENT TO OPERATE IN THE STATE OF WYOMING. I CERTIFY THAT THE ABOVE INFORMATION IS CORRECT TO THE BEST OF MY KNOWLEDGE.

OPERATOR NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

INSPECTOR NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_





# Wyoming Highway Patrol

## Tow and Recovery Rotation Signed Guidelines

I, , the undersigned, do certify that I am the owner of, or proprietor for, . This constitutes as a request for the Tow and Recovery Carrier named above be allowed to participate on the Wyoming Highway Patrol Voluntary Rotational List.

I agree when services are provided by , to an owner or operator of a motor vehicle, the Tow and Recovery Carrier releases the Wyoming Highway Patrol from obligation for payment of any costs incurred or charges assessed.

I further agree that  will release and hold harmless the Wyoming Highway Patrol and its employees against any and all claims, damages, liability, court awards including costs, expenses, attorney fees, related expenses incurred as a result of any acts and omissions on the part of , or its employees or agents. This shall not apply when the Wyoming Department of Transportation is the owner of the vehicle for which services have been provided.

I agree , has received a copy of Wyoming Highway Patrol Voluntary Rotational Towing Procedures and  will comply with all requirements contained therein.  acknowledges compliance with the Wyoming Highway Patrol Tow and Recovery Guidelines is a condition for the

inclusion of the Wyoming Highway Patrol Voluntary Rotational List, and that failure or refusal to comply with the guidelines may result in the suspension or dismissal of the Tow & Recovery Carrier, owner(s), and equipment from participating on the voluntary list.

By signing this document, I understand the obligation to abide by the terms of these guidelines and to ensure that all employees have read and understand these guidelines. I certify all drivers operating under the rotational list are qualified for the equipment they operate.

### Tow and Recovery Carrier

### Wyoming Highway Patrol

Towing & Recovery Carrier

Name

Physical Address

Address

City, State Zip

City, State, Zip

Mailing Address if Different than Physical

Phone Number

City, State, Zip

TRPC Signature

Phone Number

Date

Signature of Owner or Manager

Date



Wyoming Highway Patrol

Rotational Tow and Recovery Carrier Fee Schedule

Company Name: \_\_\_\_\_

Small Wrecker

Medium Wrecker

Large Wrecker

Abandoned Vehicle License Number (Required for storage fees)

Minimum Fee - daytime \_\_\_\_\_ Maximum Fee - daytime \_\_\_\_\_

Minimum Fee - nighttime \_\_\_\_\_ Maximum Fee - nighttime \_\_\_\_\_

Fee per mile loaded \_\_\_\_\_ Fee per mile unloaded \_\_\_\_\_

Cleanup fee- hourly \_\_\_\_\_ Operator labor-Hourly \_\_\_\_\_

Additional laborer-hourly \_\_\_\_\_ Rental equipment mark-up 0.00% \_\_\_\_\_

Storage fee - inside \_\_\_\_\_ Storage fee - outside \_\_\_\_\_

Air bag fee \_\_\_\_\_ Sub-contracted markup 0.00% \_\_\_\_\_

If fees are not included above: Winch Fee-hourly or flat rate \_\_\_\_\_

Hook-up fee \_\_\_\_\_ Dolly fee-flat rate \_\_\_\_\_

Fee for additional equipment (specify) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Miscellaneous fees (specify) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Types of payment options accepted roadside: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name of Company Representative \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

\*\*\*\*No additional fees may be added or charged which are not listed on the fee sheet unless authorization has been given by the Wyoming Highway Patrol.

If any of the above fees change, written notification must be given to the Tow & Recovery Program Coordinator prior to being charged.\*\*\*\*



### WYOMING HIGHWAY PATROL TOW COMPANY DRIVER INFORMATION

**BUSINESS NAME:**

DRIVERS NAME:  
 DRIVER'S LICENSE NUMBER: STATE: EXPIRATION DATE:  
 WRECKER CLASSIFICATION OPERATING: A  B  C  R   
 DRIVER'S LICENSE ENDORSEMENTS: YES NO  
 IS THE DRIVER A PRIMARY DRIVER .....    
 IS THE DRIVER A SECONDARY DRIVER .....    
 COMMERCIAL DRIVER'S LICENSE .....    
 DRIVER'S LICENSE VALIDATION COMPLETE .....    
 DATE OF HIRE: WITH PROOF OF STARTING DATE .....    
 ONE YEAR TOWING EXPERIENCE .....    
 TIMS TRAINING CERTIFIED: (Date attended: ) .....    
 WRECKMASTER CERTIFICATION ON FILE: # .....    
 OR NATIONAL CERTIFICATION #: .....    
 (Applicable certifications must accompany this form for each respective driver)

DRIVERS NAME:  
 DRIVER'S LICENSE NUMBER: STATE: EXPIRATION DATE:  
 WRECKER CLASSIFICATION OPERATING: A  B  C  R   
 DRIVER'S LICENSE ENDORSEMENTS: YES NO  
 IS THE DRIVER A PRIMARY DRIVER .....    
 IS THE DRIVER A SECONDARY DRIVER .....    
 COMMERCIAL DRIVER'S LICENSE .....    
 DRIVER'S LICENSE VALIDATION COMPLETE .....    
 DATE OF HIRE: WITH PROOF OF STARTING DATE .....    
 ONE YEAR TOWING EXPERIENCE .....    
 TIMS TRAINING CERTIFIED: (Date attended: ) .....    
 WRECKMASTER CERTIFICATION ON FILE: # .....    
 OR NATIONAL CERTIFICATION #: .....    
 (Applicable certifications must accompany this form for each respective driver)

DRIVERS NAME:  
 DRIVER'S LICENSE NUMBER: STATE: EXPIRATION DATE:  
 WRECKER CLASSIFICATION OPERATING: A  B  C  R   
 DRIVER'S LICENSE ENDORSEMENTS: YES NO  
 IS THE DRIVER A PRIMARY DRIVER .....    
 IS THE DRIVER A SECONDARY DRIVER .....    
 COMMERCIAL DRIVER'S LICENSE .....    
 DRIVER'S LICENSE VALIDATION COMPLETE .....    
 DATE OF HIRE: WITH PROOF OF STARTING DATE .....    
 ONE YEAR TOWING EXPERIENCE .....    
 TIMS TRAINING CERTIFIED: (Date attended: ) .....    
 WRECKMASTER CERTIFICATION ON FILE: # .....    
 OR NATIONAL CERTIFICATION #: .....    
 (Applicable certifications must accompany this form for each respective driver)

New forms coming in 2020







## WYOMING HIGHWAY PATROL TOW COMPANY EQUIPMENT FORM

ENTER THE WRECKER INFORMATION FOR EACH CERTIFIED CLASSIFICATION:

BUSINESS NAME: \_\_\_\_\_

1. WRECKER CLASSIFICATION: A  B  C  R

CHASSIS TRUCK MAKE: \_\_\_\_\_ MODEL: \_\_\_\_\_ YEAR: \_\_\_\_\_

GVWR: \_\_\_\_\_ UNIT #: \_\_\_\_\_ VIN#: \_\_\_\_\_

VEHICLE LICENSE PLATE: \_\_\_\_\_ NAME ON BOTH SIDES OF VEHICLE: \_\_\_\_\_

WRECKER BODY: \_\_\_\_\_ YEAR: \_\_\_\_\_ WRECKER SERIAL #: \_\_\_\_\_

FACTORY RATING FOR – BOOM : \_\_\_\_\_ WHEEL LIFT: \_\_\_\_\_ MANUFACTURER NAME: \_\_\_\_\_

2. WRECKER CLASSIFICATION: A  B  C  R

CHASSIS TRUCK MAKE: \_\_\_\_\_ MODEL: \_\_\_\_\_ YEAR: \_\_\_\_\_

GVWR: \_\_\_\_\_ UNIT #: \_\_\_\_\_ VIN#: \_\_\_\_\_

VEHICLE LICENSE PLATE: \_\_\_\_\_ NAME ON BOTH SIDES OF VEHICLE: \_\_\_\_\_

WRECKER BODY: \_\_\_\_\_ YEAR: \_\_\_\_\_ WRECKER SERIAL #: \_\_\_\_\_

FACTORY RATING FOR – BOOM : \_\_\_\_\_ WHEEL LIFT: \_\_\_\_\_ MANUFACTURER NAME: \_\_\_\_\_

3. WRECKER CLASSIFICATION: A  B  C  R

CHASSIS TRUCK MAKE: \_\_\_\_\_ MODEL: \_\_\_\_\_ YEAR: \_\_\_\_\_

GVWR: \_\_\_\_\_ UNIT #: \_\_\_\_\_ VIN#: \_\_\_\_\_

VEHICLE LICENSE PLATE: \_\_\_\_\_ NAME ON BOTH SIDES OF VEHICLE: \_\_\_\_\_

WRECKER BODY: \_\_\_\_\_ YEAR: \_\_\_\_\_ WRECKER SERIAL #: \_\_\_\_\_

FACTORY RATING FOR – BOOM : \_\_\_\_\_ WHEEL LIFT: \_\_\_\_\_ MANUFACTURER NAME: \_\_\_\_\_

4. WRECKER CLASSIFICATION: A  B  C  R

CHASSIS TRUCK MAKE: \_\_\_\_\_ MODEL: \_\_\_\_\_ YEAR: \_\_\_\_\_

GVWR: \_\_\_\_\_ UNIT #: \_\_\_\_\_ VIN#: \_\_\_\_\_

VEHICLE LICENSE PLATE: \_\_\_\_\_ NAME ON BOTH SIDES OF VEHICLE: \_\_\_\_\_

WRECKER BODY: \_\_\_\_\_ YEAR: \_\_\_\_\_ WRECKER SERIAL #: \_\_\_\_\_

FACTORY RATING FOR – BOOM : \_\_\_\_\_ WHEEL LIFT: \_\_\_\_\_ MANUFACTURER NAME: \_\_\_\_\_



**WYOMING HIGHWAY PATROL  
BUSINESS INSPECTION REPORT**

_____ BUSINESS NAME	_____ DBA
_____ ACTUAL BUSINESS ADDRESS	_____ CITY, STATE, ZIP
_____ PRIMARY YARD ADDRESS	_____ CITY, STATE, ZIP
_____ SECONDARY YARD ADDRESS (IF APPLICABLE)	_____ CITY, STATE, ZIP
_____ BUSINESS MAILING ADDRESS	_____ CITY, STATE, ZIP
_____ BUSINESS PHONE NUMBER	_____ AFTER HOURS PHONE NUMBER
_____ OWNER OF THE BUSINESS	_____ EMAIL ADDRESS

12. IS THERE AN ALARM SYSTEM IN PLACE: YES  NO  (COMPANY NAME: \_\_\_\_\_)

13. IS THERE A SURVEILLANCE SYSTEM IN PLACE THAT IS IN GOOD WORKING ORDER: YES  NO   
WHERE IS VIDEO RECORDED TO: \_\_\_\_\_  
LENGTH OF TIME RECORDING IS KEPT: \_\_\_\_\_

1. A COPY OF THE INSURANCE DOCUMENTATION THAT IS ON FILE IN ACCORDANCE WITH THE TOW AND RECOVERY MANUAL SECTION 10.4: YES  NO  (IF NO, DO NOT CONDUCT BUSINESS INSPECTION)
2. IS THERE A PLAINLY VISIBLE SIGN PLACED OUTSIDE THE BUSINESS FACILITY FOR CUSTOMERS TO SEE FROM THE STREET WHICH HAS THE COMPANY NAME WITHIN COMPLIANCE OF SECTION 11.13: YES  NO
3. OPERATED INDEPENDENTLY FROM ANY OTHER TOW AND RECOVERY BUSINESS OPERATION THAT IS ON THE WYOMING HIGHWAY PATROL VOLUNTARY ROTATIONAL LIST: YES  NO
4. EACH TOW TRUCK TO BE USED ON ROTATION HAS AN APPROVED DECAL AFFIXED TO THE LOWER RIGHT HAND SIDE OF THE DRIVER'S SIDE AND INSPECTED BY THE WYOMING HIGHWAY PATROL: YES  NO
5. HAS A UNIQUE: OPERATING AUTHORITY, PHONE NUMBER(S) FOR ROTATIONAL CALL-OUT PURPOSES, ACTUAL PHYSICAL BUSINESS ADDRESS, BUSINESS FACILITY FROM ANY OTHER TOW AND RECOVERY COMPANY, MAILING ADDRESS, BUSINESS LICENSE, STORAGE FACILITY, AND TOWING EQUIPMENT? YES  NO
6. BUSINESS PHONE LOCATED AT THE OFFICE: YES  NO
7. RECORD NUMBER OF TOW TRUCKS WHICH PASSED INSPECTED FOR EACH WRECKER CLASSIFICATION:  
CLASS A \_\_\_\_\_ (MIN. 10,000 LBS GVWR) CLASS B \_\_\_\_\_ (MIN. 21,000 LBS GVWR)  
CLASS C \_\_\_\_\_ (MIN. 35,000 LBS GVWR) CLASS R \_\_\_\_\_ (MIN. 12,000 LBS GVWR)
8. ADEQUATE STAFFING FOR NORMAL BUSINESS OPERATIONS AND TOW TRUCK DRIVERS FOR 24-HOUR OPERATION .  
YES  NO
9. VEHICLE STORAGE & DISPOSAL FACILITY LICENSE CURRENT: YES  NO  LICENSE #: \_\_\_\_\_  
DOES FACILITY HAVE INSIDE STORAGE FOR VEHICLES: YES  NO  SIZE: \_\_\_\_\_
10. DOES BUSINESS USE SECONDARY STORAGE FACILITY USED: YES  NO  LICENSE #: \_\_\_\_\_  
DOES FACILITY HAVE INSIDE STORAGE FOR VEHICLES: YES  NO  SIZE: \_\_\_\_\_
11. CURRENT RATES POSTED INSIDE THE BUSINESS FACILITY FOR PUBLIC OR AVAILABLE IN THE EVENT THEY ARE ASKED FOR: YES  NO

\*\* NUMBERS 12 & 13 BELOW ARE NOT REQUIRED BUT IF EQUIPPED, THE INFORMATION BELOW SHALL BE PROVIDED \*\*

**By signing below, I hereby certify that the above information is true and correct.**

Owner/Corporate Officer: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

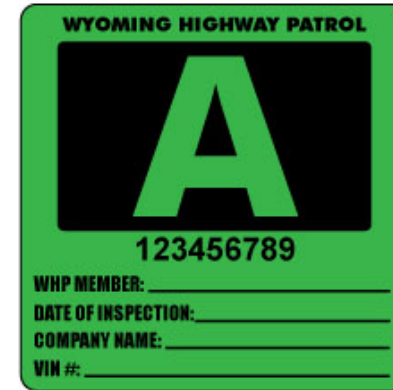
WHP Inspector: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This is the  
current  
version, which  
has changed  
since 1-29-19



# Decals

- Issued upon successful completion of a wrecker inspection.
- Decal information:
  - WHP Member
  - Inspection Date
  - Company Name
  - VIN#





# CVSA Inspections

---

## January Meeting

- All wreckers will be required to pass a CVSA inspection. This will assure all wreckers are held to the same standards.
- Only vehicles that are considered commercial vehicles 26,001 lbs intrastate and 10,001 lbs interstate will be given a CVSA sticker.

## Current Revision

- The WHP hereby adopts by reference the Commercial Vehicle Safety Alliance (CVSA) 49 CFR Chapter III, Subchapter B, Appendix G, as the standard for safety equipment on vehicles which have a GVWR of 26,001 lbs or more (Intrastate) or a GVWR of 10,001 lbs or more (Interstate). This is referred to as a level 1 or 5 safety inspection. Copies of these regulations may be obtained through <https://cvsa.org/>



# CVSA Violations

---

- Should a towing vehicle respond to a WHP initiated service call with an Out-of-Service violation, the towing company shall not be permitted to perform services and the towing vehicle shall be placed Out-of-Service. The towing company will be placed at the bottom of the rotational list and not be compensated for the call. The next scheduled towing company on the rotational list shall be contacted by the WHP Communications Center.



# Wrecker Inspection Requirement

---

- In the event a non-approved tow truck arrives at a scene, that company will be denied the call and moved to the bottom of the rotational list receiving no compensation for the response. The next Tow & Recovery Carrier on the rotational list will be called.
- The WHP has statutory authority to spot check any Tow & Recovery vehicle for registration, fuel licensing, letter of operating authority, weight violations, and commercial vehicle/driver inspections.



# Finalized Inspection Process

---

- Once all the wrecker inspection paperwork has been submitted, the TRPC will inspect accuracy and consistency.



# Tow Truck Driver Requirements

---

- Traffic Incident Management Systems (TIMS)
  - All ~~towing company owners and drivers~~ **tow truck drivers** shall provide certification they have successfully completed Traffic Incident Management Systems (TIMS) training in accordance with the Federal Highway Administration.
  - It is the responsibility of the tow company to assure each driver has attended this training prior to responding to any calls on the WHP rotational list.
  - The expected completion date will be January of ~~2020~~ **2021**.



# TIMS Training

---

- This information has not changed since 1-29-19.
- Hands-on and classroom TIM training will be available and posted on the WHP website mentioned above in Section 9.1
- TIMS training is available online when the hands-on and classroom TIMS is unavailable. This training can be accessed by the WHP website with proper instructions or at <https://www.nhi.fhwa.dot.gov/nhiuplr/login.aspx>
- TIMS recertification training will be required every three (3) years and the certificate of completion shall be provided to the TRPC.



# TIMS Training

---

A list of some of the TIMS Instructors statewide:

- Douglas (Converse County SO)
- Glenrock (Dispatcher for PD)
- Lusk (Niobrara County Emergency Manager)
- Casper (PD Officer)
- Cheyenne (Big AI)
- Gillette (Campbell County Fire)
- Rawlins (Iron J Towing)
- Sheridan (Sheridan County SO)



# Tow Truck Driver Certification

---

All towing company drivers shall have **one** (1) of the following requirements prior to being eligible for the rotational list:

- Must provide documentation showing a minimum of one (1) year active towing and recovery experience for initial acceptance on the rotational list.
- Nationally accredited programs which are offered by:
  - Towing and Recovery Associations of America (TRAA) Online based: <http://traaonline.com/>
  - Wreckmaster, classroom and hands-on training: <https://www1.wreckmaster.com/>
- Tow & Recovery drivers who are on the rotational list prior to ~~July 1, 2019~~ **January 1, 2020**, will have until ~~July 30, 2020~~ **January 1, 2021**, to complete the required training.
- Company owners and employees who have not completed the required training will be removed from the rotational list.
- ~~Employees hired after July 1, 2019 January 1, 2020 who do not possess a minimum of one (1) year towing experience must successfully complete TIM training and either TRAA or Wreckmaster training before responding to calls initiated by the rotational list.~~



# Tow Truck Driver Requirements

---

New since 1-29-19 meeting:

- All tow truck drivers hired after January 1, 2020, who can provide documentation of previous tow truck driving experience will not have to take the required training as set forth in this section. A minimum of one (1) year towing experience for light duty and three (3) years of heavy duty experience will be required to operate the respective tow trucks for rotational calls. This will be required prior to responding to any rotational calls.
- All tow truck drivers shall have a good working knowledge of the equipment and tow trucks they operate in order to successfully complete all required tasks.
- A tow truck driver having 25 years of continual towing service will be exempt from the requirements.



# Tow Truck Driver Requirements

---

- Safety apparel meeting ANSI standard class 2 or 3: In accordance with Federal Code of Regulations, Title 23, Highways, Chapter 1, Federal Highway Administration, Department of Transportation, Part 634, Worker Visibility, **all** employees on a scene shall wear a high visibility traffic vest, shirt, or coat.
- Uniform: All personnel while performing their duties on a scene shall wear acceptable and appropriate clothing which identifies the company and operator's name.
- Personal Appearance: All personnel shall represent a professional image when responding to rotational calls. An unacceptable appearance would be excessively dirty clothing, torn clothing, etc.
- **If an operator responds to a WHP initiated call and has a violation of this section, they would be required to leave the scene and subsequently losing that rotational call-out and would be placed on the bottom of the rotational list.**



# Business Requirements

---

**New:** From the 1-29-19 meeting discussion on parent/shell companies:

- Each Tow & Recovery Company operating on the rotational list shall be registered with the Wyoming Secretary of State and in good standing.
- The WHP prohibits a towing company conducting business at one (1) location from receiving multiple listings on that divisional rotational list by using a different or fictitious name or address.
- It is prohibited for one (1) or more towing companies, owned in whole or in part by the same individual, partnership or Parent Corporation, to be qualified to participate on the same rotational call out area.
- No Tow & Recovery Company on the rotation shall have a vested interest with another Tow & Recovery Carrier within the same rotational area. Only one Tow & Recovery company is allowed per rotational area if owned by the same individual or cooperation.



# Business Requirements

---

- Each Tow & Recovery Company shall be completely independent of any other towing company within that same rotational area. For the purpose of these guidelines, a Tow & Recovery Company is defined by a unique: operating authority, phone number(s) for rotational call-out purposes, an actual physical business address, separate business facility from any another Tow & Recovery Company, mailing address, business license, storage facility, and own towing equipment. **A Tow & Recovery Company shall not rely on any other Tow & Recovery Company for assistance on normal day-to-day functions.**
- An actual business office shall be located at the physical address that is used for the business facility on the application forms.
- A Tow & Recovery Company shall display a plainly visible sign with the company's name and phone number outside the business facility for customers to see. **The sign should be plainly visible from the street and should have a professional appearance.**



# Business Requirements

---

- Possess the towing equipment in the performance of its towing services, and registered to same company. ~~Please~~ **Must** notify the TRPC of **if**:
  - ~~Any~~ **If a** Tow & Recovery truck is sold, **the seller must remove the tow truck's certification decal from the door and it should be destroyed.** The tow truck is not qualified to be used on the rotational **calls** list until it is ~~re-inspected~~ **has passed an inspection conducted** by the WHP. In addition, the seller must remove the tow truck's certification decal from the window. The decal shall not be re-used and should be destroyed.
- Employ drivers who possess a valid Wyoming driver's license pursuant to W.S. 31-7-106, unless exempt by W.S. 31-7-107.
- Any driver who operates a class of vehicle which requires a commercial driver license, vehicles with a GVWR of 26,001 lbs (Intrastate) or over 10,001 lbs (Interstate), as set forth in W.S. 31-7-304, shall possess a current commercial driver license for that class of vehicle(**s**) being operated.



# Business Requirements

---

- Tow & Recovery Companies who are requesting a position on the rotational list shall not operate on a seasonal or part time fashion and be available on a year-round basis.
- ~~Post current tow and storage rates in a conspicuous place at the towing company's office, clearly visible, and large enough for customers to read.~~ **If the current tow and storage rates are not posted within the business facility, the company must be able to provide the current rates when requested by a customer. Prior to any changes being made to a fee schedule, a current copy shall be provided to the TRPC.**
- ~~The Tow & Recovery Carriers place of business shall be staffed between the hours of 8 a.m. to 5 p.m., excluding official State holidays. The towing company's storage facility, if not adjoined with the place of business, shall be accessible to customers and members of the WHP between the hours of 8 a.m. 5 p.m. Monday through Friday, excluding State recognized holidays. If the business facility is unable to be staffed during these specified times, no additional storage fee shall be applied to an invoice when a customer attempts to retrieve their vehicle(s).~~ **Vehicles shall be accessible to customers and WHP members between the hours of 8 a.m. and 5 p.m., Monday through Friday, excluding State recognized holidays. In the event a Tow & Recovery Company is unable to release a vehicle during the hours specified above when a reasonable attempt has been made by the customer to retrieve their vehicle(s), storage fees shall not be assessed when a company representative is unavailable.**



# Rates

---

- If a Tow & Recovery Carrier requires payment for services rendered before a vehicle is released roadside, the Carrier must have the ability to collect cash, COMcheck or credit/debit card roadside. If collecting roadside payment by the Carrier is not an option, no additional rate of charge shall be applied to obtain payment elsewhere.
- Tow & Recovery Carriers should have the ability to accept all forms of payment roadside to include credit card, debit card, check **COMcheck**, and cash. If a Tow & Recovery Carrier is unable to accept any of these payment options roadside, no additional rate of charge shall be applied to the customer when one of these payment options is requested by the customer roadside. No additional rates shall be applied to obtain payment elsewhere if not collected on scene.
- A Tow & Recovery Company shall have the ability to accept payment options by credit card, debit card, COMcheck, or cash at the business facility. If a payment option or vehicle availability to a customer is unavailable, no additional rate of charge shall be applied once the services are completed and a request has been made by the customer.



# Rates

(This has not changed since 1-29-19 meeting.)

---

- Utilizing a minimum weight for any class of vehicle or combination of vehicles is not accurate. A certified weight slip from a Port of Entry, Wyoming Department of Transportation scale, bill of lading reflecting current cargo, or other document providing an actual weight of the vehicle or combination of vehicles shall be utilized if the actual weight is unknown from the driver or company. A vehicle or combination of vehicles without cargo shall be charged for its actual weight and not off the GVWR or the GCVWR if provided on the T/R-7 form by the Carrier.



# Rates

---

- If administrative fees are assessed, they shall be fair and reasonable when applied to any type of call.
- Tow & Recovery Carriers should have the ability to accept all forms of payment roadside to include credit card, debit card, COMcheck, and cash. If a Tow & Recovery Carrier is unable to accept any of these payment options roadside, no additional rate of charge shall be applied to the customer when one of these payment options is requested by the customer roadside. No additional rates shall be applied to obtain payment elsewhere if not collected on scene.
- A Tow & Recovery Company shall have the ability to accept payment options by credit card, debit card, COMcheck, or cash at the business facility. If a payment option or vehicle availability to a customer is unavailable, no additional rate of charge shall be applied once the services are completed and a request has been made by the customer.



# Invoice Requirements

---

- ~~• A chronological record of services rendered by the towing company regarding all calls initiated by the WHP rotation. These files shall be maintained for at least a two (2) year period and open for inspection to the TRPC at his/her discretion to assure proper compliance is being met regarding fee schedules.~~ A chronological record of services rendered as a result of calls initiated by the WHP rotation shall be maintained for a minimum of two (2) years. This will assist in assuring all disputed invoices are in proper compliance with the fee schedule provided to the WHP by the Tow & Recovery Carrier in the event an invoice is disputed.



# Invoices

---

When called from the rotational list, a Tow & Recovery carrier shall include a minimum of the following on each invoice or on an additional sheet of paper:

- The name, address, and telephone number of the tow company and the name of the individual or entity who requested the service;
- The date and time that the request for service was received, and time of arrival and location;
- The place to which the towed vehicle was transported and the time that it arrived there;
- The date and time the vehicle was placed into an inside or outside storage facility and the date and time it was released (if applicable);
- An itemization of the charges for towing, recovery, storage, and other services rendered;
- The make, model, year, vehicle identification number and, if available, the license plate for the vehicle being towed;
- ~~The following shall appear on the front of the invoice or on an additional sheet of paper provided to the customer:~~ If you feel the charges are unfair, a complaint may be filed at [http://www.whp.dot.state.wy.us/sites/whp/home/commercial\\_carriers.html](http://www.whp.dot.state.wy.us/sites/whp/home/commercial_carriers.html)



# Criminal History Background Checks

---

- Prior to the time of the initial application, **governed by the provisions of this Manual**, criminal history background checks on all employees who will have access to any towed vehicle shall be furnished to the WHP. This process will be required every three (3) years after the initial criminal history background check is completed. However, any time a new driver is hired or re-hired, his/her fingerprints shall be submitted in accordance with the below procedures.



# Criminal History Background Checks

(This slide has not changed since 1-29-19)

---

Contact the Wyoming Division of Criminal Investigation (DCI) to obtain a special fingerprint card, along with detailed instructions on how to request a criminal history check. Contact information for DCI is:

Division of Criminal Investigation  
316 West 22nd St.  
Cheyenne, WY 82002-3641  
(307) 777-7181

- Once the fingerprint cards are received, contact the local Sheriff's Department or Police Department to schedule a time to have fingerprints taken.
- Send the fingerprint card along with the required \$15.00 certified check or money order to DCI using the address listed above. A time frame of two (2) to three (3) weeks is typical to process the request.



# Criminal History Background Checks

---

- The individual who had the criminal history background check completed should provide the results to the TRPC, who will place the results in the towing company's file for each driver and anyone who has access to stored vehicles.
- All criminal history background checks shall be completed and furnished to the WHP prior to a driver being accepted on the T/R 2 form and responding to rotational calls.
- **If a criminal history background check was conducted by another organization, i.e. AAA provider the results shall be furnished to the TRPC and fulfill the criminal history background check requirements for Concealed Weapons Permit, Hazmat Endorsement, or Motor Clubs, proof shall be provided to the TRPC to assure the requirements in Section 11.18 are met. If proof is not provided to the TRPC, a criminal history background check shall be completed in accordance with Section 11.18.**
- The TRPC shall maintain all criminal history background checks in the towing company's file. All files are to be placed in a secure area that is not accessible to the public, pursuant to NCIC regulations.



# Criminal Convictions & Charges

---

- A tow company owner or driver will not be allowed to participate on the rotational list if convicted of a ~~violent~~ egregious felony or sex crime.
- If an employee currently approved to participate on the rotational list is found to have been convicted of a felony, that individual may request a hearing **as set forth in Section 18 of this Manual**, before the WHP removes such individual ~~from responding to calls~~ from the rotational list.
- If the criminal history background check or other information received by the WHP indicates that a towing company owner or driver has been convicted of a ~~violent felony, theft or sex crime~~ felony that the WHP determines might affect public safety, such owner or driver shall not be approved for the rotational list and shall be notified of such determination, by the TRPC.



# Criminal Convictions & Charges

---

- If any felonies have been committed by the towing company owner or drivers within ten (10) days of being arrested or charged, the towing company or driver shall notify the TRPC ~~every thirty (30) days the status of the towing driver's case through final disposition.~~
- The WHP has the right to remove the towing company or driver from the rotational list upon receiving notification **certification** of the felony charge(s) or conviction. Such notification shall be made by e-mail, mail, fax, or hand delivered in writing by the TRPC within ten (10) days of being ~~arrested or charged.~~



# Driver's License

---

- If an employee is found to have a driver's license that is revoked, suspended or canceled, the TRPC shall notify the towing company by e-mail, mail, fax, or hand delivered in writing of this discovery. The towing company shall not permit such employee to drive any towing vehicle for any reason, until that employee has satisfied all legal reinstatement requirements for the license..  
**The tow company owner and employee are both subject to criminal charges if the employee is allowed to drive under these circumstances.** ~~If an employee on the rotational list is found to be operating a towing vehicle on a revoked, suspended, or cancelled license, and the TRPC has not been notified by the towing company, this shall be considered cause for removal from the rotational list in addition to charges against the driver.~~



# Driver Files

---

- The towing company shall maintain a driver file for each driver and ensure that each driver's license remains valid.
- ~~The driver file shall be available at all times for inspection by the WHP.~~
- If a driver is employed by more than one (1) towing company, each towing company shall maintain an independent and separate driver file on the driver. In these cases, the driver is only required to submit the results of a criminal history background check one (1) time.



# Call-out Procedures

(New dispatch SOP but not since 1-29-19 meeting)

---

- Tow & Recovery Carriers utilizing answering services, answering machines, or voicemail services must confirm acceptance of the call, within five (5) minutes, by calling the WHP Communication Center. Failure to do so will be considered a turn on the rotational list and the Tow & Recovery Carrier will be rotated to the bottom of the rotational list.
- All Tow & Recovery Carriers operating on a rotational list are expected to respond to all calls for service when requested by the WHP Communication Center.
- No company will be considered for a position on the rotational list if their sole equipment listed on their rotation application is a rollback wrecker.



# Call-out Procedures

(This information has not changed since 1-29-19)

---

- All towing companies are strictly prohibited from "chasing" or "running" of any crashes or break-downs.
- If a Tow & Recovery Carrier currently on the rotational list arrives at a scene and has received no call from the WHP or from the owner of the vehicle that requires towing, the towing company shall be investigated as set forth in this Manual.
- All consensual towing services shall be immediately reported to the WHP Communications Center prior to any service rendered. This will not affect the company on the Voluntary Rotational list.



# Call-out Procedures

---

- ~~In the event the Tow & Recovery Carrier~~ When a recovery operation interferes with the normal flow of traffic on a street or highway, appropriate measures must be taken to provide sufficient warning to the motoring public and sufficient traffic control so the recovery can be completed in a safe and efficient manner. The WHP will assist with traffic control whenever reasonable and practical; however, other duties may preclude any assistance. In the event the Tow & Recovery Carrier must provide its own traffic control for a recovery operation which interferes with the normal flow of traffic on a roadway, such traffic control must be in compliance with the *Manual on Uniform Traffic Control Devices Part 6*, can be found at <http://mutcd.fhwa.dot.gov/pdfs/2009/part6.pdf>
- In order for a Tow & Recovery Carrier to charge for Traffic Control or Traffic Diversion it must ~~comply~~ **meet** the requirements as set forth above.



# Call-out Procedures

---

- Ordinarily, only one (1) towing company wrecker shall be called to any incident. If additional equipment or recovery vehicles are needed to adequately complete a tow (e.g., tractor-trailer, heavy equipment, additional wreckers, etc.), the severity of the situation and the estimated response time of additional equipment shall be weighed by the WHP member at the scene. The WHP member shall determine if additional assistance or equipment is required and if another wrecker company and equipment should be called which may have the ability to respond on a more timely fashion to open the roadway. If the towing company requests such assistance for additional equipment, and the WHP member grants the request, the WHP member shall note this through the WHP Communications Center.
- Out-of-state Tow & Recovery Carrier: In the event the assistance is requested either by WHP or by a rotational Tow & Recovery Carrier, every out-of-state Tow & Recovery Carrier is subject to all the policies, procedures and rules outlined herein. These instances will be on a case-by-case basis as determined by the WHP.



# Call-out Procedures

(This has not changed since 1-29-19 meeting)

---

- If the first called towing company cannot remove the vehicle and does not have another towing vehicle that can perform the requested task, then the next scheduled towing company on the rotational list shall be called. This is not a contracted out job for either company and the second company will get compensation for the tow and recovery. The first called towing company shall not be paid for responding to the call and will be moved to the bottom of the rotation. If the WHP member's initial determination of the towing vehicle required to remove the disabled vehicle is incorrect and the towing company responds but cannot perform the task because it does not have the required equipment, then the Tow & Recovery Carrier will not lose their position on the rotational list.



# Call-out Procedures

(This has not changed since 1-29-19 meeting)

---

- No Tow & Recovery vehicle operator shall transport, nor allow to be transported, any passengers in any vehicle towed, recovered, or hauled by a wrecker, recovery vehicle, or rollback. Passengers from these vehicles are allowed to be transported in the Tow & Recovery vehicle. If a operator elects to have no passengers in the tow vehicle when sufficient space is available, no additional rate of charge shall be given. In instances like this, calling for a taxi or an additional tow vehicle to transport occupants is unacceptable. If the occupants outnumber the seating within the tow vehicle, other arrangements shall be made with applicable fees.



# Call-out Procedures

---

- Under no circumstances shall towing companies be permitted to arrive at the scene without the required towing vehicle class and equipment and charge for two (2) service calls in order to obtain the required equipment needed. Towing companies shall not impede the recovery and removal time of a vehicle without the express approval of a WHP Member in charge of the scene.
- If severe weather prevents the removal or recovery of a vehicle that is not considered a hazard, the Tow & Recovery Carrier shall notify the WHP Communications Center or the on-scene WHP Member of when the vehicle will be removed. In these instances, the Tow & Recovery Carrier shall not leave a vehicle or employee on scene just for an additional rate of charge.
- All Tow & Recovery Carrier operations involving combination units shall be in compliance with W.S. 31-18-802 and 31-18-808.



# Disciplinary Actions

---

- A system has been established when disciplinary action is deemed appropriate and necessary. Violations are separated into ~~three (3)~~ **two (2)** categories, minor moderate and major to assure they are issued on an equal and fair basis.
- For violations not specifically listed below, disciplinary action will be left to the discretion of the Agency Administrator and or the Director of the Department.
- Regardless of the severity of any action taken, all letters will be kept in the carrier's file indefinitely and do not expire.
- In the event a Tow & Recovery Carrier is suspended, all equipment on the rotational application and affiliated with the suspended company/owner will also be suspended and prohibited from responding to rotational calls.



# Disciplinary Actions

---

- Minor violation penalty:
  - 1st offense: Written Warning - 15 day suspension
  - 2nd offense: 30 day suspension
  - 3rd offense: 60 day suspension
  - 4th offense: Permanent removal
- Minor violations include, but are not limited to:
  - A carrier calling the WHP to request position on rotation;
  - Vehicle or Driver inspections not in vehicle;
  - Insurance lapse or improper coverage;
  - Tow truck driver arriving to scene not qualified or approved;
  - Giving an ETA and not arriving at a reasonable time without letting the WHP Communications Center or on-scene Trooper know;
  - Rates not posted or available for customers within business;
  - Tow a vehicle to an unapproved storage facility;
  - Missing or improper equipment on a towing vehicle at a crash scene;
  - Charging to collect payment elsewhere if unable to collect payment option at the scene by a customer.
  - Failure or refusal to answer a call or respond to scene;
  - Retrieving a vehicle on the highway without notifying WHP;
  - Not being available for vehicle release during normal business hours, then charging for storage; and
  - Responding to a call with a vehicle not inspected or with an OOS violation.



# Disciplinary Actions

---

- Major violation penalty:
  - 1st offense: 45 day suspension
  - 2nd offense: 90 day suspension
  - 3rd offense: Permanent removal
- Major violations include, but are not limited to:
  - Not responding to a call when a call was accepted and not notifying the WHP;
  - **Chasing/running calls - showing up without being called;**
  - Tow truck driver arriving on scene while impaired;
  - No facility within divisional rotation area;
  - Failure to be independent of another Tow & Recovery Company within the same divisional rotation area;
  - Unauthorized or overcharged rates based on fee schedule provided to WHP;
  - **False or inaccurate information on a TR-1 form (Rotational Application);**
  - Theft of property; and
  - Releasing a vehicle the WHP has put a hold on without being cleared to do so.



# Suspensions

(All new since 1-29-19 meeting)

---

- All suspensions in Section 17 will be imposed by the Agency Administrator or his/her designee. The owner or affiliates of a suspended Tow & Recovery Carrier is not allowed to add a new company on the rotation while the suspension is being served. All permanent removals will be imposed by the Director of the Department or his/her designee. All owner(s) and employees who have an invested interest in the company will also be permanently removed.
- If a Tow & Recovery Carrier is suspended, the use of their tow trucks is prohibited on any call originating from the WHP rotation.



# Promulgation Process

---

- At the conclusion of this meeting, any revisions that are necessary will be implemented.
- The proposed rules will be sent to the Attorney General's Office for legal review.
- The proposed rules will be then sent to the Governor's Office where a public notice will be given for input to be solicited.
- Once the public notice is complete and dependent upon input received, the WHP may have another meeting to address industry concerns.
- The rules are then updated as needed, and again undergo legal review by the Legislative Services Office.
- The rules will have to be adopted and approved by WYDOT Commissioners before being approved and signed by Governor Gordon and implemented.



# THANK YOU!

---

My contact information:

Phone

307-250-0474

Email

[rodney.miears@wyo.gov](mailto:rodney.miears@wyo.gov)



# Questions, Comments and Concerns

---

- This will be conducted similar to the meeting in Casper.
- Raise your hand if you would like to discuss something.
- Chairman Burg will call on someone with their hand raised.
- Once selected, come to the front of the room:
  - State your name
  - Who you are affiliated with
  - State your question
- A maximum of 5 minutes will be given for each individual to assure everyone has the opportunity to voice their opinion. If this time is not sufficient and there is still time available at the end, you may speak again.
- Each question will be written down and an answer will be given, if applicable.
- Be sure to remember this meeting is intended to keep the open dialogue between the Wyoming Highway Patrol and the Towing Industry. Be respectful and understand these rules are still in the planning phase and are not final.