

## ***2019 Standards and Procedures for Wrecker Service – Cabell County***

### **I. PURPOSE:**

The CCERC – E911 was established for the purpose of dispatching all participating emergency services / agencies in Cabell County to serve all our citizens and visitors. The establishment of standards and procedures for dispatching wreckers in Cabell County ensures the best available quality of service for our citizens and fair and equitable consideration of those companies providing wrecker service.

### **II. STANDARDS:**

***All wrecker companies are required to meet the following guidelines:***

- A. Meet all requirements of the West Virginia Public Service Commission.
- B. Abide by all rules/regulations set forth in these Standards and Procedures.
- C. Agree to respond to all calls dispatched by CCERC 911 in a timely manner.
- D. Each company wishing to be considered must complete the application package and provide all required documentation to the Cabell County Commission.
- E. Any company terminated due to violation(s) of policy must provide a request, in writing, to be considered for reinstatement by the Cabell County Commission.
- F. All companies must be licensed at a physical address in Cabell County; and
  - 1. Must have physical and mailing address.
  - 2. Wreckers must be located at physical address.
  - 3. Parking for wreckers must be available at the physical address.
  - 4. Vehicles must be towed to the physical address, a business, or to owner's request.
  - 5. Must be available 24 hours a day, 7 days a week, and 365 days a year.
  - 6. The Company must be current on Business and Occupation taxes, Municipal Fees, and County, State, and Federal taxes.
  - 7. The Company shall maintain a business office at the location of the above referenced storage/impound lot, for the purpose of processing payments and releasing vehicles towed subject to the rotation; with minimum regular business hours of Monday through Friday, 9am-5pm excepting federal and state holidays/ and shall accept all customary forms of payments for services provided at this location, including cash, major credit cards, and debit cards, but shall not be required to accept personal checks.

8. The Company shall establish an after-hours contact telephone number and release procedure, to facilitate the release of vehicles towed subject to the rotation, on weekends, holiday, and hours of the day other than those specified as regular business hours above; and the Company may charge an additional fee for this service not to exceed \$50.
  9. **For the purposes of this rotation; co-location or sharing of personnel and/or equipment is prohibited; further, a company may not be owned or co-owned by any corporation, partnership, sole proprietorship or individual who has any ownership interest in another entity on the rotation list.**
- G. Substations will not be recognized by the County or Municipalities.
- H. "Scanner Jumping" will be considered a violation of these Standards and Procedures.
- I. Transferring of towing duties and responsibilities from the company on call to another company is prohibited.
- J. The Company **must** permit owners or their designees to retrieve personal belongings and property, including vehicle registration certificate, title or any other documents evidencing ownership from towed vehicles (not impounded) in their possession, at no cost, during regular business hours,
- K. All fees charged for towing and storage rendered subject to this rotation, except for those specifically set forth below, shall be subject to the WV Public Service Commission regulations for **"Third Party Tows"**, and shall not exceed the maximum rates contained therein. The WV Maximum Statewide Wrecker Rates are attached and are incorporated herein by reference to the 2019 Standards and Procedures for Wrecker Service – Cabell County.
- L. Companies shall render towing and emergency roadside services for vehicles registered to and operated by the County/Municipality within Cabell County at no charge during their periods on-call subject to rotation,
- M. Certain vehicles towed for impoundment may be designated by the Department to be taken to a County/Municipal facility for secure custodial storage; these tows shall be billed directly to the department at a flat rate of \$50.00 each. In the event the vehicle ownership is transferred to a law enforcement agency, the towing and storage will be waived.

- N. In the case of any vehicle that is determined to have been towed or impounded as the result of an error by the Department or the City of Huntington, the Company agrees to waive the associated towing and storage fees upon the timely written request of the Chief of Police or his designee.

**III. CCERC – 911 WRECKER DISPATCHING PROCEDURES:**

***The Cabell County Consolidated Communications Emergency Response Center will follow the following procedures:***

- A. Telecommunicators will dispatch by the following guidelines
  - 1. Rotation List
  - 2. Owner/operator requests.
  - 3. Responding agency request for specific company by name. The incident will be documented in the CAD system.
- B. Telecommunicators will advise the requesting agency of the name of the responding wrecker company and their ETA.
- C. If a specific wrecker company is requested, the telecommunicators will document the request in the CAD system.
- D. The requesting agency is the only entity that may cancel a wrecker request.
- E. Certain circumstances (fire, entrapment, serious traffic restriction) may require dispatch to deviate from normal rotation of wrecker services under the direction of emergency units on a scene or under exigent circumstances. Telecommunicators will document these incidents in the CAD system.
- F. Telecommunicators will inform the CCERC-911 Administrative Office of incidents involving wrecker companies that warrant specific attention. These incidents will be documented on a Wrecker service Provider Complaint Form and forwarded.

Issues may include:

- 1. Failure to have wreckers available for calls under normal circumstances.
- 2. Major delays in response times.

- G. Telecommunicators will not submit complaints for requesting agencies. All complaints must be made directly to the Cabell County Commission by the responding agency involved with the incident.

**IV. VIOLATIONS AND COMPLAINTS:**

***All violations and complaints will be reviewed and responsible for any actions taken in the event complaints are registered or violations of the Standards and Procedures are identified.***

- A. No complaints will be considered by the Cabell County Commission regarding a violation of the Standard and Procedures unless it is in writing and signed by the complainant.
- B. Upon receipt of a complaint, the Cabell County Commission or their designee, will evaluate the incident and respond in writing to the complaint with (30) days. If a resolution cannot be reached the complaint will be placed on the agenda of the next meeting of the Cabell County Commission. If a wrecker company is found in violation of any Standards and Procedures the Cabell County Commission will sanction the offending company in the following manner:
  - 1. First offense; written reprimand
  - 2. Second offense; up to (30) day suspension
  - 3. After the second offense; if the next violation falls within one year of the first violation the Cabell County Commission may terminate the offending company's service.
  - 4. If any violation involves gross negligence a wrecker company may be removed immediately without imposing any lesser sanctions.