

**MARIN COUNTY SHERIFF'S DEPARTMENT  
PATROL SERVICES POLICY AND PROCEDURE MANUAL**

**GENERAL ORDER  
PAT-02-03  
Page 1 of 7**

**Date  
August 3, 1989**

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**ROTATIONAL TOW POLICY**

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**PURPOSE**

A. This order sets out the rotational tow service policy of the Marin County Sheriff's Department

**POLICY**

A. In order to provide an equitable method of utilizing tow companies, the Sheriff's Department will use the services of qualified companies on a rotational basis.

B. All requests for tow trucks initiated by members or employees of this department, while on—duty, will be made by utilizing the rotational tow system unless one of the following exceptions apply.

1. Owner preference or request for a specific automobile association tow service such as the California State Automobile Association (AAA) or the National Automobile Club.
2. When a tow company does not have the proper storage facility or equipment required for the tow.
3. When a tow company cannot respond within TWENTY minutes.
4. When a vehicle owned by the County of Mann requires a tow.'

**PROCEDURE**

- A. The California Highway Patrol, by its General Order 82.10~4 (revised 1/82), established a policy entitled, "Towing & Assistance to Disabled Vehicles". Through the order, the State established criteria for tow companies desiring to participate in its rotational tow system listing. Companies so approved are subject to certain conditions and may be removed from the list and/or reinstated by the Area Commander of the Highway Patrol.
- Tow companies operating in Mann County meeting the requirements of, and having been accepted by the CHP Golden Gate District will be placed on the Sheriff's Department's Rotational Tow Company Listing.
  - Tow companies participating in the Highway Patrol listing who do not want to participate with the Sheriff's Department listing may request to be removed from the list by submitting a written request addressed to the Office of the Sheriff.
- B. Any tow company removed from the rotational tow list maintained by the CHP Golden Gate District for any reason other than a voluntary request, will be removed. from the Sheriff's Department rotational tow listing.
- C. Any tow company on the Sheriff's Department Rotation Tow listing which fails to respond within 20 minutes of a request for a tow truck on five or more separate occasions shall be removed from the list.
- The tow company will not be reinstated until an authorized representative from the company

has met with the Sheriff's Department Commander of the Bureau of Field Services, or the commanders' designated representative, and the tow company representative has demonstrated that the company can and will meet the requirements of the Sheriff's Department Rotational Tow List system.

- D. The rotational tow list shall be divided into five "zones".
- Zone—1 (Southern Marin) Consisting of Sheriff's Department District—1 encompassing the area from the Golden Gate Bridge, north to the US 101/Paradise Drive interchange, and from Tiburon, west to the Patrol/Muir Beach area (Beats 11, 12 and 13).
  - Zone—2 (Central Marin) Consisting of Sheriff's Department District —2, encompassing the area from US 101/Paradise Drive, north to central San Rafael, and from San Quentin, west to and including Samuel P. Taylor State Park (Beats 21 and 22).
  - Zone—3 (San Rafael) Consisting of the southern half of Sheriff's Department District—3, from central San Rafael, north to Saint Vincent's Hill, and from China Camp State Park, west to Big Rock (Beats 31 and 32).
  - Zone--4 (North Marin) Consisting of the northern half of Sheriff's Department District—3, from Saint Vincent's Hill, north to the Sonoma County line, and from Black Point, west to the Stafford Lake area (Beat 33).
  - Zone—5 (West Marin) Consisting of Sheriff's Department District III from Muir Beach, north to Marshall, and from Point Reyes National Seashore, east to Big Rock and the Sonoma County line (Beats 41 and 42).
- E. Tow companies may be placed into more than one zone if they can respond from their office to the furthest point in the requested zone within 20 minutes.
- F. The Sheriff's Department Watch Commanders shall maintain the original Rotational Tow List document, and copies will be maintained by the Communications Center and at each Sub—Station.
- Communications will maintain a working file of the Rotational Tow List, indicating the tow companies serving each zone.
- G. An on—duty member or employee of the Sheriff's Department requiring a tow truck shall contact the Communications Center and request a rotational tow to be dispatched, citing the problem with the vehicle needing the tow.
- When a rotational tow is requested, Communications will dispatch the next due company in that zone based on the working file.
  - When a tow company accepts the dispatch, Communications will so note on the working file by logging the date of the call. The next request for a rotational tow in that zone will go to the next company on the list.
  - If a tow company declines a dispatch, Communications will so note on the working file by logging the date of the call, and calling the next company on the list.
  - When the tow company accepts the dispatch, they are to indicate their estimated response time. Communications shall notify the requesting officer of the name of the tow company and their estimated arrival time.

#### CIVIL & DOCUMENTARY SERVICES DIVISION PROCEDURE

- A. In order to provide proper tow and storage for vehicles seized pursuant to civil process, an authorized

member or employee assigned to the civil case shall request a tow via the Communications Center.

- Corn Center will provide a tow by contacting the next company available from the tow list.

(Attachment 5)

#### **INDEX ALTERNATIVES**

- A. This order may be indexed as follows.
1. Rotational Tow Policy
  2. Motor Vehicles, Rotational Tow
  3. Towing Vehicles, Rotational Tow
  4. Vehicles, Rotational Tow Service

#### **ATTACHMENTS**

- A. The following attachments constituting the policy, procedures and forms of the California Highway Patrol are included as reference.
1. CHP General Order 82.1014 (Rev. 1/82) (14 pages)
  2. CHP Form 2314, Application for Rotation Tow Listing
  3. CHP Form 2314.2, Tow Car Inspection
  4. CHP For 23~4A, Tow Service Agreement
  5. MCSD Rotational Tow List

**By order of**

HARLES T. PRANDI  
SHERIFF

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CALIFORNIA HIGHWAY PATROL

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TOWING AND ASSISTANCE TO DISABLED VEHICLES

POLICY.

- a. In order to assure equal opportunity for all qualified tow service operators to participate in our rotation tow activities, all tow service operators meeting the criteria contained in this Order shall be added to Area rotation tow lists, *except in those Areas dispatched by the Los Angeles Communications Center*. Separate procedures may be established by Divisions within city limits in accordance with contracts for Official Police Garage Towing Services.
- b. Applicants for placement on rotation tow lists who are not accepted shall be advised in writing of the reasons for denial and informed that the denial does not preclude their operating a tow service. A copy of the denial shall be routed to the Division office for management review:
- c. Area Commanders shall establish a rotation system to ensure an equitable distribution of calls among tow companies on rotation tow lists within each tow district in his Area. When an Area is served by a central dispatch point, the responsibility for ensuring an equitable distribution of calls will be with the Commander of the dispatch operations.
- d. Requests by the drivers or owners for specific tow services or associations which provide tow services are to be honored and will not constitute, a rotation call. Officers shall not make any recommendations which would favor a particular tow service.
- e. When an emergency situation exists and it is not practical to honor a driver's or owner's request, the nearest rotation tow service may be called. This will constitute a rotation call.
- f. Disposition of low valued abandoned vehicles may be handled separately from regular rotation tows.
- (1.) Operational details concerning a separate procedure should be resolved with rotation tow operators prior to implementation.
- (2) Appropriate policy shall be established with C1 dispatch points by Area Commanders who elect to have a separate procedure.

## ATTACHMENT 1.2

- (3) A low valued abandoned vehicle removed under a separate procedure will not constitute a rotation call.
- (4) If no separate procedure for removing low valued abandoned vehicles is established, rotation tow operators shall take them as regular rotation.
- g. Separate rotation lists shall be maintained for "Big Rig" services as necessary to ensure an equitable distribution of "Big Rig" requests.
- h. Records shall be maintained to indicate the number of calls placed with each tow service and the response received. Turns missed on rotation will not be made up in those cases where tow operators fail to answer telephone calls or otherwise are unable to respond in a timely manner.

### ESTABLISHMENT OF TOW DISTRICTS.

- a. Areas may be divided into tow districts in order to minimize response time.
- b. Area Commanders should review district boundaries periodically to ensure the level of service in each district is consistent with available resources.
- c. Tow companies may be placed on rotation lists in more than one district if they are capable of responding to calls at any location in each district in a reasonable period of time.
- d. Tow companies need not be located within an Area's boundaries but must be able to respond to calls in a reasonable period of time.

### 3. ACCEPTANCE OF TOW SERVICES.

- a. *Areas, except those dispatched by the Los Angeles Communications Center, shall accept all qualified tow services for placement on their rotation tow lists. New tow services shall be accepted at least annually, subject to the following conditions:*
  - (1) The tow service requests placement on the rotation tow list on a form prescribed by the Department (CHP 234 — Annex B).
  - (2) The tow service meets all the conditions contained in the Tow Service Agreement, CHP 234A (Annex A).
  - (3) The person's tow service business reputation would not discredit or cause embarrassment to the Department.
  - (4) The standard Tow Service Agreement, CHP 234A, is properly executed.

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- b. Any modification of or addition to the requirements specified in the Tow Service Agreement to satisfy local needs shall be a written attachment to the standard agreement and be subject to Division review and concurrence.

4. DENIAL OF PLACEMENT ON ROTATION TOW LIST.

- a. Tow service operators may be denied placement On a rotation tow list under the following conditions:
- (1) When the addition would result in unreasonable delay in removal of traffic hazards due to the response time involved.
  - (2) When the tow service has not met the criteria specified in this Order for acceptance.
  - (3) When the tow service is not clearly independent of another tow company which is already on the rotation list in the tow district for which the application is made.

5. REMOVAL FROM ROTATION TOW LIST.

- a. Existence of one or more of the following conditions are grounds for removal of a tow service from a rotation tow list:
- (1) Failure to comply with any of the requirements of the Tow Service Agreement.
  - (2) Repeated or flagrant violations of the Vehicle Code by drivers or the owner of the tow service.
  - (3) A pattern of failure to answer calls within a reasonable period of time.
  - (4) Failure to maintain clean, orderly, and secure storage facilities.
  - (5) Other justifiable reasons, e.g., owner going out of business or business sold or leased to another person.

6. REINSTATEMENT TO ROTATION TOW LIST.

a. Whenever a tow service removed from a rotation tow list has again complied with the provisions of this Order and the Area Commander is satisfied that continued compliance will be maintained, the tow service may be restored to the rotation tow lis

**b. Upon application for reinstatement, the tow service shall provide the following:**

***A completed Application for Rotation Tow Listing, CHP 234.***

***Written statement providing justification for reinstatement.***

**c. If rejected, the tow service shall be notified in writing of the grounds for rejection.**

7. INSPECTION OF TOW SERVICES.

a. Area Commanders shall provide for an initial inspection of tow services prior to acceptance on the Area rotation tow list to ensure tow cars are in compliance with the Tow Service Agreement. Area Commanders may inspect tow services periodically to ensure compliance is maintained.

b. CHP 234 shall be used in conducting tow service inspections. The original is to be filed at the local level. A copy of the form shall be delivered to the tow service operator. Area Commanders must ensure that all violations recorded on the form are corrected.

8. COMMUNICATION AND COORDINATION. Area Commanders shall conduct annual meetings with tow service operators on rotation tow lists. More frequent meetings may be conducted if the Area Commander deems it necessary~
  
9. FORMS. Stocks of CHP 234 and 234A may be requisitioned from Stores and Equipment Section.

OFFICE OF THE COMMISSIONER:

ANNEXES A, B

OPI: 065

DISTRIBUTION: B C H J