



**2024**

**FREDERICK POLICE DEPARTMENT  
TOWING HANDBOOK**

*Professional Services Division*

**100 W. Patrick Street  
Frederick, Maryland 21701**

**Phone: 301-600-2101**



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# 1. INTRODUCTION

On occasion, certain events require the Frederick Police Department (hereinafter “the Department”) to enlist the services of tow companies. For this reason, the Department will compile a list of approved tow companies (hereinafter “Tow List”), which will be granted the privilege of providing towing services for the Department. All towing companies are eligible if they meet and agree to the requirements listed on the following pages. The Department reserves the right to amend these regulations, with appropriate notice, at any time.

The Tow List exists primarily for the convenience of the Department, and the Department reserves the right to use the Tow List in a manner such as to best suit its needs. The Department will use the Tow List in a nondiscriminatory fashion and will make every attempt to be fair to all Tow Companies. Generally, this means the Department will use each company on the Tow List in turn. However, should technical difficulties or other extenuating circumstances dictate going out of order, the Department may do so.

The Tow List shall remain in effect from January 1<sup>st</sup> through December 31<sup>st</sup> of each calendar year. New Handbooks and fee schedules are issued prior to the start of the new Tow List; however, the Handbook and/or fee schedule may be revised at any time throughout the term of the Tow List at the sole discretion of the Department. Revisions, when applicable, are sent to all companies on the Tow List by email and/or the United States Postal Service.

Tow companies must re-apply each year in the method listed under “Basic Requirements”.

Tow companies included on the Tow List must meet all criteria set forth in this Handbook and are solely responsible for meeting and maintaining the criteria, as well as passing all lot and vehicle inspections administered by the Department on a random and as-needed basis at the sole discretion of the Chief of Police or his/her designee.

Any tow company not in agreement with this handbook and/or a fee schedule is permitted to withdraw from the Tow List at any time.

The Department holds the right to remove any towing company on the rotation list as it sees fit.

## 2. BASIC REQUIREMENTS

For a tow company to be included on the Tow List, all of the rules the Department must be met. Tow companies are solely responsible for meeting all of the basic requirements as follows:

1. Each tow company, including those on the previous years' list, must file a complete application, including all related documentation specified in this section of the regulation. The Department will provide applications upon request. The Department shall reject any application that has not been fully and accurately completed or that is not accompanied by the required documents listed below. Failure of a tow company currently on the list to file a new application by December 31<sup>st</sup> will result in termination from the list as of midnight on December 31<sup>st</sup>.
  - a. The following documentation must be provided along with the application:
    - i. Business license (required)
    - ii. Certificate of use & Occupancy
    - iii. Articles of Incorporation (if applicable)
    - iv. Articles of Organization (if applicable)
    - v. Partnership agreement (if applicable)
    - vi. Proof of General Liability Insurance\* w/30-day cancellation clause
    - vii. Copies of the driver's licenses for each driver and their Social Security Number
2. Tow companies must arrive at the scene within forty (40) minutes of being notified by the Department as determined by the computer aided dispatch system. After waiting forty (40) minutes, an officer may request

the next tow service on the list. Heavy tows will be required to arrive on scene in the same amount of time as regular tow of forty (40) minutes of being notified by the Department. A tow company failing to meet the time requirement shall be placed at the bottom of the rotation list. Also, failing to meet the time requirement will be considered a REFUSAL to perform services. The time requirement may be waived by the Department because of exigent circumstances, e.g. weather. In such circumstances, a possible waiver of the time requirement will be evaluated on a case-by-case basis.

3. A refusal is defined as a failure to respond for a call for service regardless of reason. Three (3) refusals by a tow company in a three (3) month period will be grounds for suspension from the Tow List for a period of up to one (1) month. Two (2) suspensions will be grounds for permanent removal from the Tow List.
4. Tow companies must meet all applicable Maryland Vehicle Law requirements (i.e., Maryland Law Manual on Uniform Traffic Control Devices, any federal, state, or municipal acts, statutes, rulings, ordinances and/or regulations affecting safety and/or towing of vehicles).
5. Each tow company must provide **all** tow services, and release of vehicles, twenty-four (24) hours a day, three hundred and sixty five (365) days a year.
6. Tow companies must have a business office and a storage lot within the Frederick City limits and it must be staffed and open Monday through Friday from 8:00 AM until 5:00 PM at all times a vehicle towed at the request of the Department is on/in the lot.
7. Tow companies may not subcontract any call by the Department.

8. Tow companies must accept cash, Visa® and MasterCard® as payment for services. A credit card surcharge may be added at the sole discretion of the tow company if the customer is paying with a credit card. Debit Cards are exempt from all surcharges.
9. Tow companies are not permitted to respond to the scene of a Law Enforcement incident unless requested to do so by the Department or the vehicle owner/operator.
10. Tow companies assume all responsibility and liability for any formal or informal legal actions, demands and damages resulting from a call for service.
11. Each tow company shall be a separately licensed business under the laws of the State of Maryland. A tow company shall be a licensed tow business for a minimum of one year before they are eligible to apply for the Department's Tow List.
12. No individual, groups of individuals, firms, partnerships, associations or corporations shall be permitted to occupy more than one place on the Tow List at any one time. No individuals, firms, associations, partnerships or corporations shall have or own any interest in another firm, association, partnership or corporation on the Tow List at any one time.
13. Tow companies shall maintain General Liability Insurance with a cover minimum amount of seven hundred fifty thousand dollars (\$750,000) per occurrence, including property damage liability, with a thirty (30) day cancellation provision. Tow companies shall maintain Worker's Compensation Insurance.



14. Tow companies are required to sign an Acknowledgement of Towing Company Requirements prior to being added to the Tow List.
15. A mandatory annual meeting will be arranged by the Department to discuss any towing related issues and current towing regulations.
16. New companies accepted to tow for the Department will be on a six (6) months probationary period. Should the company violate any of the regulations set forth in this handbook, it will be grounds to be permanently removed from the towing rotation.
17. Drivers may work for one or more tow firms at a time. A driver may not arrive for any law enforcement tow in a different tow company uniform or vehicle from the one that was called for service.

### 3.

## COMMUNICATION REQUIREMENTS

All companies included on the Tow List must meet the following communication requirements:

For communication purposes, tow companies must have...

1. ...one phone number available 24 hours a day, 365 days a year for use by the Department (pagers, voicemail, or answering machines will not be an acceptable method of communication.); and
2. ...one active email address for follow-up communication.

The Department will only maintain ONE phone number for each tow company on the Tow List. There will be no alternate phone numbers listed for “after hours” or “weekends”.

Tow companies utilizing an answering service will have five (5) minutes after receipt of a request for service call to contact the Department to obtain the location of the tow and provide an estimated time of arrival; no longer than forty (40) minutes (forty (40) minutes for heavy tows).

Tow companies must notify the Department in the event of any delay which may cause them to arrive after the forty (40) minutes on-scene deadline (forty (40) minutes for heavy tows).

Tow companies are responsible for asking follow up questions for clarification from the Department to ensure that they are fully prepared to meet the service requirement.

Tow companies are solely responsible for reporting any changes to their company name, ownership, operators, equipment, location, insurance, or lot. Changes of any kind must be reported to the Department in writing and within five (5) days of the change(s). Failure to do so may result in suspension and/or removal from the tow list.

Tow companies will send an updated employee list to the Chief of Police or his/her designee quarterly in March, June, September, and December. This list will include the name, sex, date of birth, Social Security Number and a copy of the driver's license for each driver. All tow companies on the list shall maintain a minimum of (2) two drivers having a valid license from the issuing state of residence.

## 4. VEHICLE REQUIREMENTS

Tow companies performing tows of vehicles 11,000 pounds and under are required to have at least (2) two tow trucks, which are registered with the Motor Vehicle Administration as a tow truck and shall include at least one rollback and one wrecker with a wheel lift.

Tow companies performing tows of vehicles 11,001 or greater pounds (medium/heavy tows) are required to have a tow vehicle capable of handling these vehicles.

Each tow company shall compile a list of their equipment and limitations on towing, if any, and provide that list to the Department. Each company shall also provide a list of license plate and vehicle identification numbers of each tow vehicle in its fleet. An updated list shall be provided to the Department, in writing, within five (5) days of any changes to the license plate number or changes to the vehicles in its fleet. No temporary magnetic signage shall be used on any vehicles used to tow for the Department. All vehicles will have permanent decals clearly labeling the company's name.

Each truck used in the completion of a Law Enforcement service call must meet the requirements that a Commercial Motor Vehicle Inspector verifies by inspection. All trucks must have the following:

1. Operable overhead lights
2. Shovel
3. Heavy duty broom
4. Operable fire extinguisher
5. Receptacle for debris
6. Flood lights to illuminate night scenes
7. Absorbent material in sufficient quantity

8. DOT required signage
9. Seatbelts
10. Brake system operable
11. Undamaged frame
12. Fuel system without leaks
13. DOT required lighting
14. Securement devices fully intact (i.e., no cuts, tears, breakage, etc.)
15. Operable steering system
16. Suspension is defect free (upon visual inspection)
17. Tires defect free with sufficient tread
18. Body secured to vehicle and free of defect
19. Wheels that are defect free
20. Rims that are defect free
21. Hubs that are defect free
22. Windshield fully intact and defect free
23. Operable, defect-free windshield wipers
24. Windshield wiper fluid

## 5. **STORAGE LOT REQUIREMENTS**

Storage lots must meet all requirements for zoning and safety. Vehicles towed on behalf of the Department shall be towed to an impound yard that meets the following requirements:

1. Storage lots must be within the Frederick City limits and must be in compliance with all zoning requirements.
2. Storage lots cannot be shared with any other entity, regardless of their purpose.
3. Storage lots must be large enough to accommodate any vehicles stored, and the vehicle compartments must be easily accessible by vehicle owners upon request.
4. Storage lots must be secured with:
  - a. A permanently installed 6' fence that completely surrounds the lot with no breaks, no holes, and no flaws and must reach from the ground level to a minimum of 6' from beginning to end and for the entire perimeter of the lot when measured at any point therein.
  - b. Fence must be securely locked at any time vehicles are stored as a result of a Law Enforcement related call, and after business hours.
5. A tow company shall be held solely responsible for the security of the vehicles towed on behalf of the Department to that company's impound yard. If damage occurs to a vehicle being stored on tow

company property, it is the responsibility of the tow company to reimburse the owner of the vehicle for the cost of repair. Repair costs will be a civil matter between the tow company and the owner of the vehicle.

The following requirements will be verified via inspection by the Department:

1. The storage lot must be within the corporate limits of the City of Frederick.
2. The business office shall be at the same physical and mailing address as the storage lot.
3. The core business hours, 8:00 AM to 5:00 PM, Monday through Friday (longer will be permitted if, in fact, the office is opened longer) must be clearly posted.
4. The office must be manned during core business hours of 8:00 AM through 5:00 PM, Monday through Friday when a Law Enforcement tow is present on the lot.
5. There must be one phone number answered 24 hours a day and 365 days a year for both customers and Law Enforcement.
6. The business phone number shall be visibly posted so that an owner may call to pick up their vehicle after hours.
7. The office shall be inoffensive to the public. (i.e., relatively clean with no visible pornography, etc.)
8. The fence to the storage lot shall be locked and secured any time vehicles for Law Enforcement are present

(i.e., after business hours when the business is unoccupied).

9. The storage lot shall be exclusively utilized by one tow company. Tow lots cannot be shared.
10. There shall be adequate parking and movement area in the storage lot for vehicles to enter and leave and for vehicle owners to retrieve personal items when necessary. (see section 16 for property release)
11. The storage lot shall have a permanently installed 6' fence that completely surrounds the storage area and secures the lot.
12. The 6' fence maintains a secure perimeter with no breaks or holes. No land barriers will be considered a substitution for this requirement.
13. The lot must have the ability to store motor vehicles of all sizes (light and/ or heavy duty).
14. Tow companies must report to the local police department any break-in that may occur on the tow company property, and notify the Frederick Police Department's towing designee and provide the police case number.



## **6.**

# **TOW RECORDS**

Tow companies are responsible for all aspects of record maintenance. The Chief of Police or his/her designee may request, and must be given immediate access to, any records for a Law Enforcement tow at any time. Failure to provide records within 24 hours of request may result in formal review (possible suspension from the Tow List) by the Chief of Police or his/her designee.

Tow companies must maintain accurate records in compliance with the Maryland Transportation Article, Section 15-113.1(c) for a period of one (1) year from the date of tow. A hard copy of the invoices is required.

Each tow company shall submit a monthly report to the designee selected by the Chief of Police by the 10<sup>th</sup> of each month. The report must outline all vehicles towed on behalf of the Department and the breakdown of charges for each. This shall include the date of the tow, tag/VIN, location towed from, and charge for services. This may be submitted via email, fax or US Mail.

This information will be available for review by the Chief of Police or his/her designee upon their demand and at their sole discretion. Additionally, the designee will periodically review invoices to ensure that the Fee Schedule is honored.

Submission of a fraudulent monthly report or towing invoice will be grounds for permanent removal from the towing rotation list.

A missed monthly report will be grounds for temporary removal. Continuation of missed reports will be grounds for permanent removal.

Tow companies must also maintain an accurate records of towed vehicles when there is a snow emergency in effect. That report will be faxed to the Department's Dispatch center and the current department employee assigned to administer the Tow List within two (2) hours of the tow. Use given spreadsheet (please see insert at the end of book) and fill in all appropriate and necessary information needed. You may use your own spreadsheet, which must include the following information:

- Street where the vehicle was towed from
- V.I.N.
- Make
- Model
- Color of the vehicle
- Tag on the vehicle

Fax: 301-600-2719

Email: [FPDDISPATCH@FrederickMDPolice.org](mailto:FPDDISPATCH@FrederickMDPolice.org)

## **7. CANCELLATIONS**

The requesting officer of the Department may cancel a request for tow services at any time. If the Department cancels a tow request, that tow company shall be placed at the top of the tow rotation list, to receive the next request for towing service.

## **8. CODE OF CONDUCT**

Inclusion on the Tow List requires the tow company and all employees to adhere to a high level of conduct and professionalism as they are representing Law Enforcement in performing a tow service. The tow company and all its employees shall conduct themselves in a manner that reflects most favorably upon Law Enforcement. The phrase “reflects most favorably” pertains to the perception of the citizens, the tow company’s peers in the towing business, and Law Enforcement employees. Conduct unbecoming shall include that which tends to bring Law Enforcement into disrepute, or reflects discredit upon the Department.

Any breach of this code may be punishable by cancellation or suspension of a tow company’s contract at the sole discretion of the Chief of Police or his/her designee.

Tow companies are required to report any witnessed criminal activity or unreported motor vehicle accident. Failure to do so may result in removal from the Tow List at the sole discretion of the Department.

Tow companies have the right to operate private towing services aside from towing on behalf of the Frederick Police Department. However, a complaint filed against a tow company through FPD regarding private tows will be investigated. Any clear violations against State of Maryland or City of Frederick regulations will result in the appropriate penalty or citation.

## 9.

### **CRIMINAL HISTORY RECORDS CHECK**

All tow operators will be required to submit to a criminal history records check. It is the sole responsibility of the tow operator or the towing company to furnish the \$30 per person criminal history records check fee. The payment for this fee must be in the form of a certified check or company check made out to The City of Frederick.

A tow operator will not be approved to tow for the Department if:

- a. The tow operator does not have a valid driver's license issued by any state within the United States;
- b. The tow operator has accumulated eight (8) or more current points on a Maryland driving record;
- c. The tow operator has accumulated a total of the equivalent of eight (8) or more Maryland points on the driving record of any state or combination of states;
- d. The tow operator has been criminally convicted of any sexual offense at any time.
- e. It appears, by reason of the physical or mental condition of the tow operator or by reason of a criminal record or driving record that the public health, safety, convenience, or necessity requires a driver to be denied.
- f. The Department may deny a tow operator if the operator suffers from a serious physical or mental

disability, including alcohol or drug related problems, which renders the operator unfit for the safe operations of a tow truck; or would jeopardize the public health, safety, or welfare.

- g. The Department may deny a tow operator who had been convicted, within the previous ten (10) years, of any of the following crimes:
  - a. Rape or other felonious sexual offense;
  - b. First- or second-degree murder;
  - c. Homicide by motor vehicle while intoxicated or under the influence of alcohol or drugs;
  - d. Kidnapping;
  - e. First-degree assault;
  - f. First-degree burglary;
  - g. Armed robbery;
  - h. Felony theft

The listing of crimes within this section does not limit the Department's authority to deny any tow operator from towing for the Department on other grounds. The Department will consider the applicant's age at the time of commission of any crime, the circumstances surrounding the crime, the time which may have elapsed since a conviction and the nature of the crime and frequency of the crime. The Department will also consider the tow operators rehabilitation record and parole record, if any. The towing company and the operator will be notified of such determination in writing.

If fraudulent document(s) are discovered for a tow operator, the towing company of the tow operator will be

immediately removed from the Tow List for a period not less than 24 months from the date of discovery.

## **10.**

# **TOW OPERATOR VERIFICATION**

Tow companies shall provide the Department a copy of the driver's licenses for all tow operators who may respond to any of the Department's calls for service. All tow operators will be thoroughly checked to ensure that their driver's licenses are valid, and that they are not convicted sexual or violent offenders or any of the listed crimes in the previous section.

The Department reserves the right to conduct checks as necessary and at any time, with or without the consent or knowledge of the tow company in order to confirm that a tow company's operator:

1. is listed as a driver for that tow company;
2. meets the minimum requirements of a tow operator;
3. has a valid driver's license; and
4. is not a convicted sexual offender, violent offender, has a current open warrant, or any open criminal related cases/involvements, or any of the listed crimes listed in the previous section.

At the scene of a vehicle tow, Law Enforcement may request at any time and for any reason to view the driver's license of the tow operator for review, verification, etc.

A tow company found to be utilizing a tow operator that is not included on the approved operator's list for that company will be subject to formal review by the Chief of Police or his/her designee.



Family members will not be permitted to ride along and assist with towing during the Snow Emergency Towing routes. All members must be fingerprinted for background checks in order to assist.

# 11.

## CRASH SCENE RESPONSIBILITIES

The Department will use the Tow List to contact tow companies for various types of vehicle removal, including automobile collisions. Tow companies have cleanup responsibilities associated with the removal of the vehicle(s).

### Debris Removal:

The tow company will not begin the scene cleanup process, or attempt to move any vehicles, until the investigating officer on the scene gives them verbal authorization to do so. It is the tow operator's responsibility to seek out the investigating officer at the scene and request permission to begin the cleanup and removal process.

Tow truck operators are responsible for adhering to Maryland Transportation Article, Section 21-1111(c). Tow truck operators are responsible for the removal of all debris, not only from the roadway, but the entire scene itself. Debris shall not be swept to the side and left on the scene. Tow companies are not responsible for removal of hazardous material spills in excess of (5) gallons; such spills will be handled by a HAZMAT team.

Hazardous material is defined as a substance or material in a quantity or form that the United States Secretary of Transportation (herein after "the Secretary") designates may pose an unreasonable risk to health and safety of individuals or to property when transported in commerce, including, but not limited to any grouping or classification of materials that the Secretary designates such as: explosives, radioactive materials, etiologic agents, flammable liquids or solids, combustible liquids or solids, poisons, oxidizing or corrosive materials, or compressed gases.

All tow vehicles will maintain a usable supply of absorbent (i.e., kitty litter and/or sand), shovel(s), heavy duty broom, fire extinguisher, receptacle for debris (bucket/trash can), flood lights for scene illumination at night, and any additional materials (at the discretion of the tow company) needed to fulfill the obligation to remove debris.

At no time shall debris or cleanup materials be placed in the vehicle to be towed.

The tow company shall ensure, insomuch that is it able to do so, that vehicle and contents are protected from further damage during and after the tow, and throughout storage. Protection shall include such things as rolling up windows when and if able to do so, securing the contents of vehicle, etc.

Tow company shall ensure insomuch that is able, that vehicle contents remain in or with vehicle and are returned to the vehicle owner at time of pickup.

The cleanup of the scene will be to the on-scene officer's satisfaction, not the tow truck operator.

Disposal of all waste/fluids from damaged vehicles must be disposed of properly and in accordance with Environmental Regulations (Environment Article, Sections 5-10A-01 through 5-10A-03 & Natural Resources Article.)

## **12.**

### **MULTIPLE VEHICLE SERVICE CALLS**

If a crash scene has more than one (1) vehicle to be towed or a snow emergency has been declared, the Department will ask the tow company if it is able to handle the entire scene before moving on to the next company on the Tow List. If the tow company is confident that it can handle all vehicles involved in the collision, it will be permitted to do so. All vehicles must be removed within the same timeframe.

The forty (40) minutes requirement (forty (40) minutes for heavy tows) still applies to all vehicles involved.

If a second tow truck is necessary, the tow company must call the Department for authorization from the Patrol Supervisor on duty.

# 13.

## TOW CALL REFUSALS

The Department understands that there may be occasions wherein a tow company must refuse a call for service.

Tow companies must arrive at the scene within forty (40) minutes of being notified by the Department (forty (40) minutes for heavy tows). The Department, at its sole discretion, may make an allowance for unexpected traffic, weather, road conditions, etc. Tow companies are obligated to advise the Department if they are unable to respond or will be delayed in their response time and exceed the forty (40) minute on-scene deadline (forty (40) minutes for heavy tows).

The following conditions are considered refusals:

1. Failure to respond to the tow scene within the forty (40) minute on-scene deadline (forty (40) minutes for heavy tows) without notification to the Department.
2. Failure of a tow company to return a call, page, or answering service notification of a need for service within 5 minutes of the call from the Department.
3. Failure to respond when requested, regardless of reason.
4. Explicit refusal to respond.
5. Three (3) or more refusals in a three (3) months period will be grounds for suspension from the Tow List for a period of up to one (1) month. Two (2) suspensions will be grounds for permanent removal from the Tow List.

All penalties assessed pursuant to these requirements shall be subject to review by the Chief of Police. Any company that desires a review by the Chief of Police shall send a written request to the Department addressed to the Chief of Police. All decisions of the Chief of Police are final.

## **14. OUT OF SERVICE STATUS**

In the event that a tow company will be out of service for a period of time (including mechanical issues), the tow company is responsible for contacting the Department's Communications Specialists by phone and the current department employee assigned to administer the Tow List by email at least 24 hours prior to the start of the out-of-service period. The tow company will be taken out of the rotation for the time period requested. At the end of the out-of-service period, the tow company must contact the Department's Dispatch by phone and the current department employee assigned to administer the Tow List by email to be returned to the list. These situations will not be listed as a refusal.

It is a tow company's sole responsibility to ensure that it is taken off of the rotation list, and to ensure that it is returned to the list when its business resumes.

## **15. VEHICLE RELEASE**

Each tow company will arrange for release of the vehicle(s) towed and/or stored within a reasonable time period. During non-business hours and on federal holidays this timeframe is defined as 60 minutes from the time the owner or the owner's authorized agent makes contact with the tow company and requests to pick up the vehicle. If a vehicle is not released within seven (7) days, the tow company must attempt to contact the owner of the vehicle and must also contact the Department's assigned designee.



## **16.**

# **VEHICLE HOLDS**

In the event of any tow initiated by the Department in which the vehicle owner is not present at the scene, the officer will complete the Frederick Police Department Vehicle Towing/Storage Information Sheet and acquire the tow operator's signature. The gold copy will be given to the tow operator prior to the officer leaving the scene. No tow company may release any vehicle without receiving the release form (pink copy) matching the gold copy given to the tow truck operator on the scene.

Before the vehicle can be released to anyone or any party (to include: insurance companies, attorneys, etc.), the tow company must receive the pink copy of the Vehicle Towing/Storage Information Sheet ONLY if a gold copy was given to the tow company. This indicates that the owner has made contact with the Department and that a valid identification and proof of ownership has been acquired. If the pink copy is not available, the Department must be contacted for authorization to release the vehicle. Additionally, any vehicle stored at the FPD secure lot and/or back lot for processing will only be released to the original tow company.

For vehicles towed due to a driving impaired (DUI) arrest: Tow firms are not required to hold vehicles for twelve (12) hours before releasing them. If you have any questions or concerns about releasing vehicles that were towed for a DUI arrest, please contact our department at 301-600-2101.

While a towed vehicle is being held in the secured area of the tow company, the following guidelines apply:

- a. If a towed vehicle contains the vehicle's key(s), the storage custodian shall keep the key(s) to

the vehicle in his possession at all times while the vehicle is impounded. The storage custodian shall keep the impounded vehicle secure and make daily inspections of all vehicles impounded at the request of the Department.

- b. A storage facility that is in possession of a towed vehicle shall make the vehicle available to the owner, the owner's agent, the insurer of record, or a secured party, under the supervision of the storage facility, for (i) inspection; or (ii) retrieval of personal property not attached to the vehicle (this includes, but is not limited to: clothing, documents, currency, medications (see section C) and/or any item(s) that is not physically attached to the vehicle. A vehicle registration plate is considered physically attached to the vehicle. The tow company may require a payment before the plate(s) is removed.
  
- c. Prescription medication inside the vehicle may only be released to the person that is prescribed to. An identification will be needed for verification.

## **17.**

# **TOWING AND STORAGE FEES**

Towing and storage fees are set by the Department. The fee schedule will be issued annually to coincide with the release of the annually updated Handbook. Medium and heavy tows may incur additional costs beyond that of the fee schedule at the discretion of the tow company with the consent of the Department.

Tow companies included on the Tow List must charge no more than the fees set within the Tow Fee Schedule. Tow companies may lower or waive fees at their sole discretion. No additional charges may be added without the permission of the Department. Any additional charges and/or overcharges added without permission of the Department will be grounds for punishment, including removal from the Tow List.

All tow fees from a Law Enforcement tow will be presented in writing to any operator, agent, or vehicle owner upon request. Exceptions include vehicles that are stored due to an arrest, police investigation, abandonment, a motor vehicle crash where all occupants are removed to a medical facility, or at the direction of the Department.

All tow companies will provide a receipt of payment to the owner of the vehicle or authorized agent of the owner to whom the vehicle is released. This receipt will detail the specific charges for each service provided and will be utilized in conjunction with the price list to settle any fee disputes.

## **18.**

# **HOW TO GET ON THE TOW LIST**

Tow companies not currently on the Department's list may apply December 1<sup>st</sup> through December 31<sup>st</sup>. The Department will have a list of ten (10) towing firms throughout the year. Should a company be permanently removed from the list, the Department will open the list for applicants at that time.

In order to be included on the Tow List, tow companies must...

1. ... have trained and experienced tow truck operators, adequate tow trucks and a vehicle storage lot within the boundaries of Frederick City limits.
2. ... fill out a Law Enforcement Tow Application.
3. ...agree to all of the provisions in this Handbook by signing the Acknowledgement of Towing Company Requirements page.
4. ...pass a lot inspection and truck inspections

Once all requirements are met, tow companies may request to be placed on the Department's Tow List. The final decision on which tow companies are included on the Department's Tow List shall be within the sole discretion of the Chief of Police or his/her designee. The Chief of Police or his/her designee may immediately suspend or remove a tow company from the Tow List in case(s) of violation(s) of policy or procedure, violation(s) of criminal law, or action(s) that would reflect negatively on the City of Frederick and/or the Frederick Police Department.

New companies accepted to tow for the Department will be on a six (6) month probationary period. Should the company violate any of the regulations set forth in this handbook, it will be grounds to be permanently removed from the towing rotation. The Department holds the right to remove any towing company on the rotation list as it sees fit.

## **19.**

# **CONTACTS**

Lt. Justin Thomas Commander, Professional Services Division	301-600-2111
Jenny Henneberry Special Vehicle Coordinator	301-600-2122
John White Manager of Emergency Communications Center	301-600-7502
Whitney Hammel Emergency Communications Supervisor (A/B Team)	301-600-2102
Zachary Davis Emergency Communications Supervisor (C/D Team)	301-600-2102
FPD Communications (non-emergency)	301-600-2101
Professional Services Division Fax	301-600-2148
Communications Division Fax	301-600-2719

## 20. 2024 TOW FEE SCHEDULE

For vehicles 11,000 pounds and under:

DESCRIPTION	Unit	FEE
DISABLED VEHICLES	Per Occurrence/Per Vehicle	\$ 113
Collisions	Per Occurrence/Per Vehicle	\$ 188
SECONDARY TOW FPD back lot to/from Tow Company Lot, FPD secured lot to/from Tow Company Lot, FPD back lot to/from FPD secured lot	Per Occurrence/Per Vehicle	\$ 116
STORAGE (per day) If vehicle is picked up within 24 hours of tow maximum charge is \$45 *Exclude Snow Emergency Tows - No storage fee unless picked up after 24 hrs.)	Per Day	\$ 60
EVIDENCE (to FPD secure lot (DPW)/back lot (courthouse)) No mileage assessed	Per Occurrence/Per Vehicle	\$ 116
REGULAR IMPOUND No mileage assessed	Per Occurrence/Per Vehicle	\$ 152
MILEAGE - Outside of City Limits Only actual mileage from tow location to destination to be billed	Per Mile	\$ 8
DEBRIS CLEAN-UP	Per Crash	\$ 40
STANDBY/WAITING Billed in 15 minute increments No fee for first 15 minutes Supporting documentation required	Per 15 Minutes	\$ 20
WINCHING (30 minutes) 15 Minute increments after 1 <sup>st</sup> half-hour (\$40)	Per 30 Minutes	\$ 79

ROLLOVER (30 minutes) 15 minute increments after 1 <sup>st</sup> half-hour (\$58)	Per 30 Minutes	\$ 115
ROAD SERVICE (NON-TOW) Keys in vehicle, out of gas, jumpstarts "GAS FEE" TO DISABLED VEHICLE (2 GAL @ \$6 PER GAL = \$12)	Per Occurrence  No Additional Fees	\$ 76
AFTER HOURS RELEASE FEE Monday-Friday, 5 PM – 8 AM Weekends and Holidays	Per Occurrence/Per Vehicle	\$ 70
ADMINISTRATIVE FEE (Collisions & Regular Impound)	Per Occurrence/Per Vehicle	\$ 40
SNOW EMERGENCY PLAN IN EFFECT (This fee applies only if the vehicle was towed)	Per Occurrence/Per Vehicle	\$ 65
DROP FEE (No other charges may apply)	Per Occurrence/Per Vehicle	\$ 85
Fuel Surcharge (Should the price of diesel fuel drop below \$3.29, this surcharge is voided. Checked daily by S.V.C.)	Per Occurrence/Per Vehicle	\$10

No additional or administrative fees may be charged when vehicles are towed to the FPD secure lot and/or back lot.

For vehicles that exceed 11,001 pounds, the following fees apply:

The tow company may charge a reasonable fee depending on the weight of the disabled vehicle, the condition of the vehicle (ex: overturned), and the necessary equipment needed to tow the vehicle. The tow company is solely



responsible to prove (in writing) the necessity of the charges should a complaint be filed against them.

## 21.

### DEFINITIONS

- Decision Letter** – *Determination of discipline issued by the Department*
- DOT** – *Maryland Department of Transportation*
- FPD** – *Frederick Police Department (“the Department”)*
- Formal Review** – *Investigation by the Department*
- Law Enforcement** – *Frederick Police Department to utilize a Tow List administered by the assigned designee by the Chief of Police*
- Secondary Tow** – *Tow from FPD back lot to the Tow Company’s lot upon completion of Law Enforcement investigation; tow from FPD secured lot to the Tow Company’s lot upon completion of Law Enforcement investigation; tow from FPD back lot to/from FPD secured lot upon completion of Law Enforcement investigation; call goes to Tow Company that originally delivered to FPD back lot/secured lot; tow from Tow Company’s lot to FPD back lot or FPD secured lot*
- Space** – *The parking area taken by an average non-commercial vehicle (8 feet Wide x 18 feet Long)*
- Tow List** – *Rotational list of tow companies utilized by the Frederick Police Department for tow service calls from Law Enforcement*