



## ALLEGAN COUNTY POLICY

**TITLE:** Non-Preference Towing Services Policy

**CATEGORY:** Operational

**POLICY NUMBER:** 2110-02-02-01

**SCOPE OF AUTHORITY:** Allegan County Central Dispatch (ACCD)  
(County, Administrative, Service Area)

**APPROVED BY:** Allegan County 911 Policy & Procedure Board

**EFFECTIVE DATE:** January 1, 2018

**LAST REVISED DATE:** October 8, 2019

**LAST REVIEWED DATE:** October 15, 2019

1. **PURPOSE:** To ensure the effective and fair administration of the Non-preference Towing Rotation.
2. **SERVICE AREA(s) AFFECTED:**
  - 2.1. ACCD
3. **DEFINITIONS:**
  - 3.1. ***Non-Preference Towing*** - Requests for towing services in which the customer does not have a preference for a specific towing contractor. Therefore, ACCD dispatches a contractor based on the Non-Preference Towing Rotation.
4. **POLICY:**
  - 4.1. ACCD is authorized to establish a Non-Preference Towing Rotation which shall include qualified towing services Contractors.
  - 4.2. Contractors participating in the ACCD Non-Preference Towing Rotation shall enter into agreement to provide services through the County's approved Non-Preference Towing Services Agreement (Agreement).
  - 4.3. The Contractor shall sign and date the Agreement indicating he/she has read the requirements, understands them, and is willing to adhere to the requirements. The original signed Agreement shall be a record of Allegan County Administration.

- 4.4. The ACCD Director shall develop procedures to ensure all Contractors on the Non-Preference Towing Rotation are adhering to the provisions of the Agreement and that all requirements are met on periodic basis. A violation of any section of the Agreement may result in the loss of the qualification of participating Contractors.
- 4.5. The ACCD Director is authorized to investigate written complaints or concerns, other than anonymous, submitted regarding a Contractor. Such investigations shall not interfere with any criminal investigation arising from the same conduct.
- 4.6. Any actions taken by the ACCD Director to inform a Contractor of a compliance issue or to suspend/terminate a Contractor's services shall be in writing.
- 4.7. The execution or termination of an Agreement is subject to the final approval and signature of the County Administrator on behalf of the County.

5. **RESPONSIBILITIES:**

6. **REFERENCES:**

- 6.1. Allegan County Non-Preference Towing Services Agreement

7. **APPENDICES:**

- 7.1. Allegan County Central Dispatch Non-Preference Towing Rotation Procedure



## **ALLEGAN COUNTY PROCEDURE**

**TITLE:** Non-Preference Towing Rotation Services Procedure

**POLICY/PROCEDURE NUMBER:** 2110-01-02-01.01

**APPROVED BY (POSITION):** Allegan County Central Dispatch Director

**EFFECTIVE DATE:** January 1, 2018

**LAST REVISED DATE:** October 7, 2019

**LAST REVIEWED DATE:** October 15, 2019

1. **PURPOSE:** To ensure standard operational processes for dispatching Non-preference towing services.
2. **POLICY (OPTIONAL):** 2110-02-02-01
3. **SERVICE AREA(S) AFFECTED:**
  - 3.1. Allegan County Central Dispatch (ACCD)
4. **PROCEDURES:**
  - 4.1. Allegan County is divided into service areas for the purpose of non-preference towing calls.
  - 4.2. The service areas will be determined by the ACCD Central Dispatch Director. Criteria for the service areas will be based upon geographical locations, access to areas, number of Contractors, and practicality to serve in these areas.
  - 4.3. Service areas will be reviewed on an annual basis at a minimum and changes will be made to reflect the most effective service to the general public as well as local, county, and state law enforcement agencies. These areas are subject to change at the discretion of the ACCD Director at any time; and if a designated area becomes overloaded with Contractors, the ACCD Director may adjust the service areas/boundaries. There may be circumstances in which ACCD does not adhere to service areas.
  - 4.4. Location of Contractors shall be determined as the location of the office of such Contractors during normal daytime hours, not the location of driver/equipment after normal working hours. Normal working hours shall be determined as 8:00 a.m. to 5:00 p.m.
  - 4.5. If ACCD receives a request for a non-preference tow out-of-county, the adjacent geographical area with-in-county's Contractor shall be called utilizing the non-preference rotation list. The Contractor utilized shall be credited with a non-preference tow.
  - 4.6. LOG OF TOWED VEHICLES

4.6.1. All towing calls shall be documented at ACCD. The most appropriate method of recording this information shall be determined by the ACCD Director. Minimum information shall generally include: type of preference (owner's, officer, or non-preference), the nature of the call, time, date, location, vehicle description, and Contractor dispatched. A comment section is available to document any problem encountered, i.e. too long to respond, refused to clean debris, etc. Tow logs shall be made available for public inspection during normal business hours, with a written request.

4.6.2. Logs of towed vehicles shall be retained at ACCD for six (6) years plus the current year.

5. **DEFINITIONS (OPTIONAL):**

6. **REFERENCES:**

7. **APPENDICES:**