

# TRAFFIC UNIT

**DATE:** January 1, 2014  
**To:** Tow Companies  
**FROM:** Paul S. Shafer, Chief of Police  
**SUBJECT:** Police Requested Towing Policy and Fee Schedule



## Fee Schedule

(Established June 1, 2008, updated 040113, updated 010214, recent updates highlighted in red)

- Accident Tow - \$185
- Roll-over Fee - \$100
  - Winching fee will not be added if vehicle was simply rolled over upright
- Winching Fee - \$60
- Clean Up Fee - \$35
  - Clean up fee will only be charged for removal of significant amount of debris which require the use of a broom, dust pan and garbage container. **A portable leaf blower should be carried to assist in removing glass/debris from roadway more efficiently.**
- Labor Fee - \$35
  - Labor fee will only be applied if labor involved goes beyond a regular call for service
- Oil Dry Application - \$35
  - **Oil fees will only be charged for oil dry product used at the scene of the crash for damaged vehicles (not for use for the tow truck, on the tow truck or in a tow storage area)**
- Arrest Tow - \$145
- Disabled Vehicle - \$125
- Jump Start - \$75
- Tire Change - \$95
- Lock Out - \$75
- Gas Delivery - \$75
  - Plus Fee of Gas Delivered

After Hours Services- 6pm to 7am- add \$35 **(May not be charged unless tow company is called after 6pm and before 7pm)**

Storage Fee – Outside Storage Fee is \$0 if vehicle is picked up within 24 hours of the time the vehicle was towed from the scene, after the first 24hours. \$55 for every 24 hours thereafter. **(If vehicle integrity is compromised, tarps should be considered for protected outside storage, otherwise, inside storage cannot be charged unless vehicle owner approves of indoor storage)**

## TOWING PROCEDURES AND STANDARDS

### Requirements for owners of tow companies and their drivers:

- Owners of tow companies will provide their names, drivers license number, business address and business telephone number as well as their driver's names and drivers license number
- Tow Company Driver's must have a valid driver's license and not be suspended or revoked in Illinois
- No tow company owner or driver can be a convicted felon within last five years
- No tow company owner or driver can be listed as a sex offender as defined in IL. Law (730 ILCS 150/2)
- No tow company owner or driver can be convicted by IL. or any other state for theft of motor vehicle and/or motor vehicle parts
- No tow company owner can be indebted to the City of Highland Park for past fines

### Requirements for tow trucks used:

- The vehicle must display the full legal name of company on each side. The lettering cannot be smaller than two inches and must be in contrast of background color. Must include full address and telephone number of company and the display must be permanently affixed
- Each tow vehicle must have proper warning lights as defined in the IL. Vehicle Code
- Each tow vehicle must have one or more brooms, shovels and trash can
- Each tow vehicle must have one or more trash cans at least five gallons in capacity
- Each tow vehicle must carry a fire extinguisher (Dry Chemical or CO2 style)
- Must have oil dry (or an equivalent material-absorbent product) to absorb oils and fluids
- Each tow vehicle must have general liability insurance of \$500,000.00 and carry proof inside the vehicle
- Proper registration on flat bed tow vehicles that include the weight of tow vehicle and carried vehicle

### Requirements of tow drivers and their employees while at a police requested tow scene:

- Must not respond to or "appear" at a crash scene unless called by HPPD Dispatch
  - **Tow truck drivers may check on the well being of persons involved in a crash if they happen to drive upon a crash scene- Tow truck drivers will not use this as an opportunity to solicit business**
  - Tow companies and their drivers should refrain from calling HPPD dispatch to claim/check to determine if they are next on the tow rotation list
  - **Tow companies called by HPPD dispatch may "outsource" their tow rotation directly with another HPPD approved tow company list member; however, they will lose their tow rotation for the call-out**
- Must have & use apparel that clearly defines the company's name and be reflective.
- Must be professional & courteous to citizens and City employees
- Must provide driver/owner of towed vehicle, documents that list the tow company's name, contact information, tow driver's name and related fee amounts as defined in the fee schedule established by the Highland Park Police Department
- Must remove all glass and debris by the vehicle being serviced and spread oil dry upon any portion of the roadway where any fluids have been deposited
- If the vehicle's owner/driver cannot take their personal property from the vehicle, the tow driver shall take reasonable steps to secure the items from the vehicle at their facility

**Required service of tow company:**

- **Must be available for callouts 24- hours a day**
- **Must issue legible receipts to customers with a detailed and articulated description of services/fees. Legible and itemized tow bills are to be faxed (847-433-0180) or delivered to HPPD Dispatch within 24 hours of towing a vehicle. Failure to do so may result in a suspension from the police tow list.**
- **An attendant be available at the tow facility Monday through Friday, 7am to 5pm**
- **An attendant be on-call for release of vehicle Monday through Friday, 5pm to 11pm**
- **Saturday, Sunday and Holidays an attendant be on-call 7am to 5pm for releasing vehicle and/or property at the location of the stored vehicle**
- **Must be on-call for any emergency releases of vehicles**
- **Must respond to scene in 30 minutes or less (Class I and II vehicle tows no more than 60 minutes)**
- **Abide by a State Towing Laws in accordance to the IVC and ICC**
- **Must maintain a 90% response rate for police requested tow service**

The Chief of Police, or their designee, may remove a tow company temporarily or permanently from the Highland Park Police Towing List, if any of the standards and/or procedures are not met or are violated.

This Highland Park Police Towing Policy, Standards and Fee Schedule, will be posted on the City's Police Department Website (<http://www.cityhpil.com/index.aspx?nid=93>) for access by citizens.

Officers will direct vehicle owners to this resource so that they can ensure that they are not being overbilled for emergency towing services and /or storage.