

# Alabama Law Enforcement Agency Department of Public Safety



## Towing and Recovery Policy 2025

**I. Introduction:**

The Alabama Department of Public Safety (DPS) is committed to providing the best possible service for motorists who travel the highways of Alabama. In keeping with this commitment, DPS has always realized that qualified, professional towing operators (herein known as towing companies or companies) are needed to provide safe and efficient services for motorists who experience vehicle problems.

The rules and regulations contained within this policy provide oversight to tow companies who are included on the Alabama State Trooper Rotation List. This policy will be maintained and updated by Highway Patrol Headquarters. This policy may be obtained from the ALEA website: [www.alea.gov](http://www.alea.gov) or by contacting Highway Patrol Headquarters: [highway.patrol@alea.gov](mailto:highway.patrol@alea.gov) 334-676-7111.

Nonconsensual commercial vehicle (CMV) towing will be governed by Alabama Administrative Code 760-X-1-.25.

**II. Policy:**

The Post Commander shall have the discretion to determine the maximum number of tow companies (light, medium and heavy duty) needed for each zone within the post. This number will be determined annually by January 1.

**III. Definitions:**

Abandoned Vehicle – A motor vehicle as defined in section 32-8-2 that has been unclaimed as provided in section 32-8-84.

Air Bags – Specialized air bags used during a recovery to lift a vehicle.

ALEA Trooper – Any person holding arrest powers employed by the Alabama Department of Public Safety.

Authorization Permit – The written authorization issued by the Post Commander allowing a wrecker/towing service to be placed on the post wrecker rotation list.

Automobile Liability Insurance – Insurance which covers damage to property and/or personal injury to third parties.

Base Rate/Day - This is the set amount you agree to charge for a Basic State Rotation Tow. This price will include responding to the scene, clean up (which includes one 40 lb. bag of oil dry), removal of the vehicle and returning to your lot. There shall be no

additional charges authorized for any of the included. There shall be no storage fee for the first 24 hours following the tow.

Basic Tow – The towing of a vehicle that does not require special equipment or special techniques.

Call – A request for service by the Alabama Law Enforcement Agency to an approved wrecker/towing company.

Cargo Transportation – Equipment used during a recovery to transport cargo.

Covered Storage – Continuous covering which adequately protects a vehicle and its contents from the natural elements.

Crash – An unintentional collision occurring or originating on a public roadway resulting in property damage, injury, or death.

Department – Department of Public Safety (a division of the Alabama Law Enforcement Agency).

Disabled Vehicle – Any vehicle that cannot move under its own power or requires assistance.

Gross Vehicle Weight Rating (GVWR) - The value specified by the manufacturer as the maximum loaded weight of a single motor vehicle.

Hold – A vehicle that has been impounded for investigatory purposes or any reason where access is restricted per the direction of an ALEA official.

Inside Storage – Storage inside a building that protects a vehicle and its contents from the natural elements.

Laborer – A tow company employee, other than the driver, utilized during a recovery for unloading/loading cargo, clean-up and other services necessary to complete a recovery.

Material Handling Equipment – Equipment required to assist in the recovery of a vehicle and/or cargo.

Motor Vehicle – Every vehicle which is self-propelled by mechanical power.

Normal Business Hours – 8:00 a.m. to 5:00 p.m., Monday through Friday excluding federally recognized holidays.

On Hook Coverage – Insurance that protects the vehicle being towed when it is attached with a recovery line whether in transport or not.

Operator- An approved driver or employee of a wrecker company utilized for state rotation calls for service.

Owner – Any person who holds a legal title to a motor vehicle or who has the legal right to possession thereof.

Place of Business – A permanent structure which the operator occupies, either continuously or at regular times with phone service, where towing and recovery books and business records are kept.

Post Commander – The commander of a Highway Patrol Post.

Rate per Mile - This is an approved amount to charge per mile for taking a rotation vehicle to an alternate location other than the business lot. This can only be mileage in excess of what would have been charged to return to the business lot.

Rate per Hour - This is an approved amount to charge for an approved rotation wrecker per hour for a recovery that is not considered a basic tow.

Rate per Man Hour - This is an approved amount to charge in addition to the basic tow fee for each additional operator per hour for a recovery that is not considered a basic tow.

Recovery – The process of using recovery equipment and/or recovery techniques to remove a vehicle from its found position/location.

Roll Over -This is the approved amount to charge in addition to the basic tow fee for an overturned vehicle. Additional fees for equipment or man hour are not authorized.

Rotator – A specialized tow truck with a rotating boom capable of winching and lifting a vehicle.

Service Call – A response that provides some type of assistance or service but does not require a tow.

Service Truck – A truck utilized during a recovery to transport tools and equipment necessary for a recovery or a response to a service call.

Uncovered Storage – Storage of a vehicle that does not provide protection to the vehicle or its contents from the natural elements.

Vehicle - Every device in, upon, or by which any person or property is or may be transported or drawn upon a highway, excepting devices moved by human power or used exclusively upon stationary rails or tracks or electric personal assistive mobility devices; provided, that for the purposes of this definition, a bicycle or a ridden animal shall be deemed a vehicle.

Winching - This fee will only be utilized when the vehicle is a distance off the roadway that requires additional cable beyond the minimum required length for the wrecker classification.

Wrecker – Any motor vehicle designed for the purpose of towing, removing vehicles, or other transport devices from one location to another location.

#### IV. **General Requirements for Application:**

To be considered for placement on the Department of Public Safety wrecker rotation list, and remain on the wrecker rotation list, each towing company must comply with federal, state, and local laws as they pertain to their place of business, employees, vehicles, and equipment.

- A. The Post Commander or his/her designee will furnish each wrecker company making a request to be placed on the rotation list a copy of the policy herein, maximum towing rates, and forms pertaining to the operation of wreckers included on an Alabama Department of Public Safety wrecker rotation list.
- B. The *Alabama State Trooper Wrecker Rotation Application (ROT2)* will be utilized by all companies requesting to be placed on the Alabama Department of Public Safety wrecker rotation list.
- C. No wrecker company operator shall be on the rotation list unless the operator is proficient and competent in the operation of the wreckers used. The business owner shall bear the responsibility to ensure all drivers and operators are trained in the safe operation of vehicles and equipment used. Wrecker company operators will be removed from state rotation that demonstrate a lack of proficiency or respond with inadequate equipment.
- D. All applicants and/or agents must submit an *ALEA Application to Review Alabama Criminal History Record Information (SBI form 46)*. The applicant or agent shall not have received a criminal conviction for any indictable offense or any offense involving sex-related crimes, theft of property or vehicles, fraud relating to the towing business, stolen property, or any other offense of similar

nature. The respective Post Commander shall retain the final authority for approval and/or any variance of this section.

- E. The principal location shall be staffed during normal business hours Monday through Friday, 8:00 a.m. to 5:00 p.m.
- F. Each towing company shall maintain records of all services performed at the request of the Alabama Department of Public Safety. These records shall be maintained for the current calendar year and prior calendar year. The records shall include the following:
  - 1. The date and time the tow company was notified and requested to perform a service.
  - 2. The name of the person requesting the service.
  - 3. The location of the vehicle.
  - 4. A description of the towed vehicle, including license plate and VIN.
  - 5. The vehicle owner or driver's name, if known.
  - 6. Service charges and fees.
- G. Each storage facility shall post, in a clearly visible manner, contact information and normal business hours. If company staff is not on location during normal business hours, a contact number shall be provided for proper response by the company.
- H. The method of towing, transporting, or recovering a vehicle pursuant to this policy shall be performed consistent with the applicable manufacturer's ratings, including but not limited to the following:
  - 1. Gross vehicle weight rating
  - 2. Combined gross vehicle weight rating
  - 3. Boom capacity rating
  - 4. Winching capacity rating
- I. The company shall represent that its trucks and equipment are safe, properly equipped, mechanically sound, and suitable for intended use. The company may be subject to periodic inspection(s) by a member of the Alabama Department of Public Safety.
- J. Rates will be established annually by the local Post Commander and will not be exceeded by the towing company. Rates will be established during the annual inspection, but no later than June 1<sup>st</sup> for each county within the post and shall be presumed fair and reasonable. Each class of wrecker and type of service will have

its own rate. Rates will be placed on the *Wrecker Rate Sheet (ROT 3)* and maintained at the local Trooper Post. Non-consensual towing rates of commercial vehicles will be governed and set in accordance to ALEA Administrative Code: 760-X-1-.25 The set rates will also apply to calls by ALEA, such as, but not limited to; custodial arrests, stranded motorist, and abandoned vehicles.

- K. It is the responsibility of the company to recover all charges for vehicle towing services and recovery operations from the vehicle owner and/or the owner's insurance carrier. The Alabama Department of Public Safety shall not be responsible for collecting any fees that are owed to the wrecker company.
- L. It is the responsibility of the wrecker company to remove all debris and cargo from the scene directly or with the use of a subcontractor and in compliance with the Cargo Handling Procedures as set forth in section XVIII of these procedures.
- M. Operators will be trained in “Alabama Traffic Incident Management,” (available at <https://alabamatim.org/>) provided by the Alabama Department of Transportation (ALDOT). Operators will remain current on updated response procedures and remain familiar with the latest towing techniques and recovery methods.
- N. Companies with multiple locations must meet minimum equipment/facility requirements at each location and must submit a separate application for each. No company will have or operate more than one wrecker business in the same zone.
- O. All Alabama Department of Public Safety wrecker rotation inspections will be completed no later than June 1<sup>st</sup> for placement on the wrecker rotation list for the upcoming calendar year.
- P. When the Post Commander is satisfied the wrecker company is qualified, he/she will issue the wrecker company an *Authorization Permit (ROT 1)* and place the wrecker company on the state wrecker rotation list.
- Q. Authorization permits shall be considered personal to the holder thereof and shall be issued only to some definite legal business operating a wrecker service, and shall not be subject to lease, nor shall the holder thereof sublet or permit the exercise by another in any manner, of the rights or privileges granted there under. Authorization permits are void if the business owner, business address, or location of the facilities is changed. Any change in ownership due to sale, merger, dissolution, death, or other reason shall result in the removal of the business from the state wrecker rotation list.

- R. Wrecker companies failing to meet compliance requirements will be notified in writing of the particulars of their non-compliance. To the extent feasible, such companies shall be provided with a reasonable opportunity (not to exceed 30 days) to gain compliance.
- S. The Post Commander has no obligation to include any service or number of services in his/her Post. Each Post Commander should survey the current calls for service in the assigned counties and determine the need for wrecker services for that area in assessing how many and which wrecker services should be included on the Post wrecker rotation list.

**V. Response Times/Location:**

Upon receiving notification from ALEA Communications or a representative of ALEA, the tow company will be allowed 45 minutes maximum response time from the company's principal location and geographic area of response. (Response time shall take into account environmental factors, traffic volume, and any other circumstances as applicable). If this should occur, the tow company and/or driver shall notify the ALEA radio room from which the dispatched call originated. The company and/or driver shall inform the dispatcher of his/her delayed response time. A towing business shall respond within 45 minutes or less from receipt of the call, with the appropriate equipment and capable towing operator.

**VI. The Rotation List/Call Allocation System:**

- A. Post Commanders will set up a wrecker rotation system that best meets the needs of each Post and best serves the Department of Public Safety and the State of Alabama.
- B. Wrecker companies located within a zone as defined herein shall be placed on the rotation lists in order of application and will be called for service (gas, tire change, jump-off, etc.), removal of vehicles involved in traffic crashes, removal of vehicles at the direction of a member of ALEA, disabled, stolen, or abandoned vehicles according to the operator's placement on a wrecker rotation list as maintained for that zone.
- C. Separate rotation lists will be maintained for each category of wreckers:
  - 1. Light Duty
  - 2. Medium Duty
  - 3. Heavy duty

- D. Tow companies must respond with the appropriate size wrecker and equipment needed to safely and effectively handle the call. Tow companies may respond with a wrecker of a higher class/category than requested; however, the tow company is limited to the rates of the size vehicle recovered.
- E. Tow companies shall except calls on a 24-hour/365-day basis. Tow companies may not surrender, transfer or assign their place on the rotation list.
- F. When an owner requests for a tow company that is on the rotation list or ALEA cancels the call/response without service being rendered, that tow company will not be moved to the bottom of the rotation list.
- G. If a tow company becomes unavailable to take calls for any period of time, the company shall notify the respective ALEA radio room. The tow company shall be removed from the rotation list for the requested amount of time. The tow company may be permanently removed from the rotation list if there are repeated instances of being unavailable or refusing calls for service.
- H. ALEA reserves the right to request the services of the tow company who is best able to handle the incident and can reach the scene in the shortest time, regardless of the operator's position on the rotation list. If a call is made under these circumstances, this call will count as that company's next rotation call.
- I. Any trooper acting in his official capacity may direct the wrecker company operator to take the vehicle being towed to the nearest Department of Public Safety facility or designated facility for examination in furtherance of an official investigation. This may include multiple vehicles towed by different companies to be stored at one wrecker facility. In this case the towed vehicles will be taken to and stored at the facility of the first operator to arrive at the scene unless otherwise directed by the investigating officer.
- J. At the time of the call, if the business does not have the equipment necessary to provide the requested services, they must let the Post know. If a towing business does not have the necessary equipment for a particular call, the next available towing business having such equipment shall be called, forfeiting that call rotation. Regardless, ALEA reserves the right to utilize the tow company best equipped to handle the incident.

**VII. Inspections:**

- A. Applicant shall submit to periodic inspections, at the discretion of the Post Commander, of facility, vehicles, storage locations, tow equipment, records of tows, employees, applicable business licenses, and proof of insurance by the Alabama Department of Public Safety.
- B. Subcontractors utilized by approved companies shall also be required to submit to inspections as required.
- C. Post Commanders or their designee will be responsible for scheduling and completing inspections.

**VIII. Direct Involvement/Sharing:**

- A. No tow company shall be directly involved with another tow company that is on the same tow list. Examples of direct involvement including but not limited to the sharing of business name, licenses, tow trucks, equipment, and storage facility.

**IX. General Operation:**

The tow company shall:

- A. A towing business owner is responsible for notifying the Post Commander immediately of any changes to the business including, but not limited to, change of address, ownership status, wreckers, condition of wreckers, drivers, or any new circumstances of a driver. Failure to do so may result in removal from the towing list.
- B. Tow companies will not respond to the scene until contacted by a representative of ALEA.
- C. Not use answering services or voicemail to receive calls from an ALEA dispatcher. Furthermore, tow companies shall have no more than two (2) telephone numbers by which ALEA will make contact.
- D. Must be able to accept at least two major credit cards.
- E. Not remove any vehicle from a highway without proper authorization (i.e., no soliciting of tows without being dispatched by an ALEA dispatcher).
- F. Answer routine calls for general service including, but not limited to, tire changes, and gasoline delivery in addition to calls for towing.

G. In accordance with Alabama Code 13A-7-29, towing businesses shall remove all glass, vehicle parts, or other substances or debris dropped or spilled, except for hazardous materials, from the entire incident scene prior to leaving the incident scene. The towing business is responsible for cleaning the entire incident scene, including the removal of any hazards. This cleanup shall be divided among the responding tow companies in incidents which require more than one company respond.

NOTE: Hazardous materials may be defined as any dangerous or unknown substance which the company has not been properly trained, certified, or licensed to dispose of or remove.

H. A towing company shall be prepared to transport up to one (1) motorist or passenger involved in an incident if necessary.

I. Tow the patron's vehicle to the company's storage lot when the patron does not have funds available for payment and hold same until payment arrangements has been made.

J. Cooperate and communicate with ALEA Troopers and other emergency service personnel at incident scene(s).

K. Post a copy of the approved service rates in a conspicuous manner within the tow facility or provide a copy upon request.

L. Be available to surrender property from towed vehicles during normal business hours Monday through Friday (8:00 a.m. to 5:00 a.m.) and on Saturday from 9:00 a.m. to 12:00 noon, excluding federal and state holidays.

M. Ensure all drivers and/or operators possess a valid Alabama driver's license with the appropriate class and endorsement(s) for the vehicle being operated.

NOTE: Drivers may be subject to random inspection and confirmation of license validity while on the scene of a call for towing.

N. Ensure that recovery drivers/operators identify themselves to ALEA Troopers prior to taking action.

O. Ensure the tow company only takes vehicles that were involved in the crash. No wrecker service or client relationships will be honored at crash or recovery scenes.

- P. Ensure operators wear approved Class II traffic safety vest/clothing when on scene, according to ANSI standards.
- Q. Provide their business information, at the time of the tow, to the driver and/or passenger(s).
- R. Shall not charge storage fees until 24-hours after the tow or 72-hours after a THI related tow.

**X. Abandoned/Unclaimed Vehicle Responsibility:**

Companies must maintain individual records for impounded and abandoned towed vehicles. These records will indicate the full vehicle information, odometer reading, date, time towed, and released.

The handling of abandoned vehicles will be done in accordance with state law and the rules established by the Alabama Department of Revenue.

- A. **Driver Requirements:** All applicants and/or agents must submit an *ALEA Application to Review Alabama Criminal History Record Information (SBI form 46)*. The applicant or agent shall not have received a criminal conviction for any indictable offense or any offense involving sex-related crimes, theft of property or vehicles, fraud relating to the towing business, stolen property, or any other offense of similar nature. The respective Post Commander shall retain the final authority for approval and/or any variance of this section. Background checks will be the responsibility of the applicant/owner.
- B. Companies are responsible for verifying their drivers have a valid driver's license. Each driver will be required to submit an *ALEA REQUEST FOR INDIVIDUAL DRIVER ABSTRACT*.
- C. Tow companies shall directly notify the respective Post Commander, or designee, concerning any changes in employee status, including additions and deletions. Additions must have prior approval from the Post Commander. Companies are responsible for notifying the respective Post Commander if they or one of their drivers are arrested for any offense. Companies must make notification by phone, email, or in-person within three (3) days of the arrest.
- D. Drivers shall conduct themselves in a professional manner.
- E. Each heavy-duty operator must:
  - 1. Obtain certification from an approved towing organization and include a copy of each certification in the application packet.

2. Attend [Traffic Incident Management \(TIMS\)](#) Training for Emergency Responders within 6 months of hire and show proof of course completion. Failure to successfully complete TIMS training, in the specified time, will result in the company being removed from the rotation list until all required employees are in compliance with this section.
3. Each heavy-duty driver must possess a Commercial Driver's License (CDL) and comply with Title 49 CFR, subpart 391.51.
4. New driver's being added to state rotation list, shall complete [Traffic Incident Management Systems \(TIMS\)](#) training within six (6) months of being added. It shall be the responsibility of the tow company to schedule the training through the Alabama Department of Transportation. Existing drivers on the state rotation list, shall complete Traffic Incident Management Systems (TIMS) training within one (1) year of the implementation date of the updated towing policy. It shall also be the responsibility of the tow company to schedule the required TIMS training for each driver. Once completed, the tow company shall submit a certificate of completion to the Post Commander within ten (10) business days. Failure to comply with this requirement will result in the company being removed from the rotation list until all required employees are in compliance with this section.

**XI. Insurance Requirements:**

- A. Each towing company assumes the liability for personal injury or property damage resulting from a towing company's employee(s) intentional or negligent act(s) from the time contact is made with any vehicle to be towed. Each towing company assumes full liability for all items of value in the towed vehicle.
- B. Tow Companies must meet the Alabama insurance requirements for the following:
  1. Auto and garage
  2. On-hook coverage
  3. Cargo insurance
  4. Garage keeper's liability
  5. Workman's Compensation (minimum legal requirements, if applicable)

Liability coverage must be equal to or greater than the minimum amounts below. Insurance coverage may be provided in a single policy or separate split policies. Regardless of the type of policy or policies, the total amount of coverage must equal those amounts listed below, per incident.

a. Minimum vehicle liability policy not less than \$1,000,000 for all classifications.

b. Minimum garage keeper's liability policy not less than \$750,000 for all classifications.

c. Minimum on hook coverage:

(i) Light Duty \$100,000

(ii) Medium Duty \$150,000

(iii) Heavy Duty \$200,000

C. Tow companies will immediately be suspended from the post rotation list if minimum insurance coverage is not maintained.

D. Copies of the above-mentioned documents will be maintained at the post level.

## **XII. Storage Requirements:**

A. Both the place of business and the storage facility must be physically located within the zone established by the Post Commander and are not considered separate businesses.

B. Tow companies must be equipped to provide proper, safe, and secure storage for all vehicles that are towed and stored. The Post Commander or designee will conduct periodic inspections of the storage facility.

C. Each wrecker company on the rotation list must place on the exterior of its business location and storage facility (if separate location) a plainly visible sign from the nearest roadway indicating the company name, telephone number, and business hours.

D. Vehicles placed on "hold," as defined in this manual, are not to be accessed without express permission from a member of ALEA. This restriction shall not apply to access by a member of the agency engaged in official duties. Members of

ALEA will be allowed to access vehicles at any time and without charge to either the agency or the vehicle owner. Vehicle(s) and contents on hold will not be moved, released, or disposed of in any manner until notified by a member of ALEA.

E. Impounded vehicles not placed on hold shall be immediately available for release to the vehicle owner or owner's designated representative.

F. Personal property is considered to be any item that is not directly affixed to the vehicle. Such items shall be released to the owner upon request during normal business hours at no charge. Under no circumstances, when a vehicle is under an investigative hold, will the contents be released without prior authorization from the investigating trooper.

G. Each storage facility must be:

1. Located in close proximity the towing company's office with approval from the Post Commander or designee.
2. Staffed or available for access between the hours of 8:00 a.m. and 5:00 p.m. on Monday through Friday, and Saturday, 9:00 a.m. to 12:00 p.m., excluding state and federal holidays.

NOTE: Vehicles towed without the consent of the owner will be made available for release at any time but will be subject to an additional fee as notated in the posted fee schedule if the owner picks up the vehicle after normal business hours.

3. Sufficient in size to accommodate all vehicles towed at the request of ALEA Troopers and have the ability to store two vehicles from the elements by means of in-door or covered storage.
4. Secured by a barrier/fence sufficient to deter trespassing and/or vandalism that is a minimum of six feet in height.
5. Secure for all vehicles in custody and not accessible to the public without company supervision.
6. Adequate lighting of the entire storage area.
7. Storage facilities shall not be shared with any other entity, including other towing and recovery businesses.

8. The towing company shall be responsible for storing, safekeeping, and preventing vandalism of all towed vehicles including the contents of the towed vehicles.
9. The towing business shall provide reasonable accommodations for after-hour release of stored vehicles or the release of personal property in stored vehicles or other related storage.

### **XIII. General Wrecker Requirements:**

All tow truck and flatbed/rollback vehicles shall, at a minimum, be equipped with the following:

1. The tow company name and phone number shall be permanently affixed to both sides of the wrecker and clearly visible from 50 feet.
2. A current ALEA inspection decal indicating eligibility to be on ALEA state rotation.
3. Dual rear wheels.
4. Amber rotating or flashing lights mounted at the highest point on the vehicle visible from 360 degrees and of a distance not less than 500 feet under normal atmospheric conditions.
5. Two (2) magnetically mounted tow lights to be mounted to the rear of the towed vehicle.
6. Two (2) chock blocks.
7. Two (2) flood or work lights to the rear of the wrecker.
8. Functioning (unexpired) fire extinguisher.
9. First aid kit.
10. Broom & shovel.
11. A minimum of 40 pounds of oil/fluid absorbent material.
12. Jumper cables/jumper box.
13. Road flares, triangles, or road cones.
14. Trailer ball hitch attachment.
15. Gas cannister.
16. Lug wrench and jack.
17. Pry bar with a minimum length of 30 inches.
18. An axe.
19. Vehicle manufacturer serial plate must be legible and visible for inspection on undercarriage and chassis boom, or under reach and chassis, or certified by manufacturers rating paperwork.

The company shall not place or imprint on their wreckers/vehicles, buildings, equipment, clothing anything that suggests or implies any official relationship between the wrecker company and the Alabama Law Enforcement Agency. Any paint

colors or schemes similar to the Department of Public Safety vehicles or any name or logo such as “state wrecker” is prohibited.

#### **XIV. Light Duty Wreckers:**

Tow companies must present for service one truck, which can respond to the following: calls for service, crashes, recovery, basic tow, and winching incidents. Rollbacks and light duty conventional wreckers must be able to tow any vehicle up to 14,000 lbs. Gross Vehicle Weight Rating (GVWR).

Light duty wreckers must meet the following minimum requirements:

- 10,000 lbs. GVWR minimum commercially manufactured wrecker and chassis
- Dual rear wheels
- 3,000 lbs. minimum wheel lift capacity
- 8,000 lbs. minimum winch capacity
- 8,000 lbs. minimum hydraulic boom capacity
- 3/8” x 100’ cable or OEM specifications
- (2) Safety chains 3/8” x 10’ with a minimum of grade 8 alloy
- (2) Tow chains 3/8” x 10’ with a minimum of grade 8 alloy with “J” & “T” Hooks, and Grab Hooks
- Wheel lift safety straps or equivalent wheel retention device
- (1) 4 Ton snatch block per winch

Rollbacks must meet the following minimum requirements:

- 14,500 lbs. GVWR minimum commercially manufactured flatbed and chassis
- 19 feet or longer hydraulically operated slide back or tilt bed
- 3/8” x 75’ cable or OEM specifications
- (4) tie down devices, if chains they must be 3/8” x 10’ with a minimum grade 7 alloy, or synthetic web straps of equivalent strength
- Bridle chain High Test with “J” Hooks, “T” Hooks, and Grab Hooks
- 4 Ton snatch block

#### **XV. Medium Duty Wreckers:**

Tow companies must present for service one truck, which can respond to the following: calls for service, crashes, recovery, basic tow, and winching incidents for any vehicle up to 33,000 lbs. Gross Vehicle Weight Rating (GVWR).

Medium duty wreckers must meet the following minimum requirements:

- 26,000 lbs. GVWR minimum commercially manufactured hydraulic wrecker and chassis, with under reach capabilities.
- Meeting State and Federal DOT requirements governing Commercial Motor Vehicles
- Air brakes
- Air transfer system - means of controlling the brakes of the towed vehicle.
- Axle lift with 25,000 lbs. minimum lift capacity & 26,001 lbs. tow capacity
- 14,000 lbs. minimum winch capacity
- 7/16"x100' cable or OEM specifications
- (2) Safety chains ½" x 10' with a minimum of grade 8 alloy
- (2) Tow chains 5/8" x 10' with a minimum of grade 8 alloy
- Axle lift safety straps or equivalent retention device
- Tow light bar or magnetic tow lights
- T-Bolts / maxi release pins
- Angle iron
- (2) 6-ton snatch blocks per winch

#### **XVI. Heavy Duty Recovery Wreckers:**

Tow companies must present for service one truck, which can respond to the following: calls for service, crashes, recovery, basic tow, and winching incidents for any vehicle over 26,001 lbs. Gross Vehicle Weight Rating (GVWR).

Heavy duty recovery wreckers must meet the following minimum requirements:

- 50,000 lbs. GVWR minimum commercially manufactured hydraulic wrecker and chassis, with under reach capabilities.
- Oshkosh or Sterling type crane can be substituted for (1) hydraulic boom wrecker.
- Meeting State and Federal DOT requirements governing Commercial Motor Vehicles air brakes.
- Air transfer system - means of controlling the brakes of the towed vehicle.
- An axle lift with 26,001 lbs. minimum lift capacity and 80,000 lbs. tow capacity.
- Each wrecker must have a 25,000 lbs. minimum winch capacity.
- One (1) wrecker must have a 50,000 lbs. minimum boom capacity.
- 5/8" x 200' cable or OEM specifications
- (2) Safety chains ½" x 8' Alloy
- (2) Tow chains ½" x 10' and (4) Chain binders
- (4) Winching chains ½" x 8' Alloy

- (4) Tie down chains 5/16" x 10' and (4) Chain binders
- (2) Recovery straps 6" x 20' or longer
- Axle lift safety straps or equivalent retention device
- (2) Scotch blocks or recovery stiff legs mounted into body of truck
- (2) 12 Ton snatch blocks per winch
- Tow light bar or magnetic tow lights
- Hydraulic bottle jack

Additional equipment such as but not limited to:

- (1) Air cushion recovery system including starter cushions, with motor driven air pump, with a lifting capacity of 100,000 lbs.
- (1) Semi-tractor with fifth wheel
- (1) Lowboy or Landall type equipment hauling trailer with minimum hauling capacity of 30,000 lbs.
- (1) Relief trailer or truck capable of transferring loads off damaged trucks
- (1) Forklift
- (2) Pallet Jacks

**XVII. Subcontractor Requirements:**

- A. At the time of application to the tow list, the company shall submit a written contract for all subcontracted recovery services it will be using as well as a complete equipment list.
1. These contractors should be limited to:
- a. Disposal company providing dumpsters.
  - b. Trucking company that could provide additional refrigerator or flatbed trucks.
  - c. Construction crane (50 ton or larger)
  - d. Contractor that can deliver a heavy duty, rubber-tire loader type vehicle.
- B. If the tow company subcontracts additional recovery and transport services, the fee charged to the patron shall be no more than ten percent above the invoice amount for the service or rented unit.
- C. All subcontracted service providers shall work under the supervision of the tow company that requested their assistance.

- D. The subcontractor's insurance certificate shall be on file at the company's place of business.

**Towing and Storage Rate Guidelines:**

- A. A towing company shall begin charging its towing rate upon arrival "at scene," when actual work begins. If called out-of-zone; the towing company shall begin charging mileage once the tow truck is loaded out of zone. If for some reason the tow truck is cancelled by ALEA, the towing company should be reinstated at the top of the ALEA Rotation List.
- B. Towing companies may charge from \$0.00 to the maximum towing rate as indicated on the Tow Fee Terms agreement.
- C. Storage rates begin twenty-four (24) hours after a vehicle is towed. Storage charges shall cease once the owner/designee contacts the towing company requesting to pick up a vehicle if the towing company cannot accommodate the request.
- D. There shall be no charge for towing if the towing vehicle is only used for winching purposes.
- E. There shall be no winching rate charge for the alignment and/or normal loading of vehicles to be towed (e.g., traffic stop arrests or abandoned vehicles located on the roadway or shoulder).
- F. Rates for winching shall be assessed to the nearest quarter (1/4) hour and only charged when excessive winching is required for recovery (more than 75-foot of cable is used in recovery).
- G. There shall be no charge for a normal highway cleanup which includes one bag of oil dry/absorbent material. A normal cleanup includes, but is not limited to, removal of glass, vehicle body parts, vehicle fluids, etc. Cleanups requiring additional/specialized equipment and/or resources, such as diesel spills, Haz-mat, etc. shall result in additional charges being levied against the liable party(s) by the towing company and/or other state regulatory agencies.
- H. There shall be no charge for certain types of equipment, e.g., dollies and fire extinguishers.
- I. There shall be no tarp or wrap charge without the consent of the owner or the owner's insurance company. Basic preservation of property is the responsibility of the towing company.
- J. Rates for unloading/loading of cargo shall be assessed to the nearest quarter (1/4) hour. There shall be no charge for unloading/loading cargo unless a Large Rotation towing vehicle is utilized, and cargo must be unloaded/loaded to another vehicle to clear the scene.

- K. A subcontractor, as defined in this manual, rates shall be the same or less than the rates of the towing company that requested the assistance.
- L. If the off-loading of cargo is required, each towing company providing these services shall list the names, home addresses, and telephone numbers of each person hired to off-load cargo. This list shall be provided to the Post Commander upon request.
- M. There shall be no charge for administrative, office, paperwork, or other similar towing company costs. An exception is that towing companies may charge a fee not to exceed \$15.00 per letter for expenses related to the notification of owners and lienholders of unclaimed vehicles.
- N. There shall be no charge by the towing company for accepting payment via credit/debit card.
- O. An itemized invoice shall be prepared for all charges relating to an ALEA rotation tow. A copy of the invoice shall be given to the owner/designee, and a copy shall be kept on file with the towing company.

**XVIII. Disciplinary Procedures:**

- A. Any ALEA Trooper who requests a tow may generate a “Towing Complaint” to document the performance of the towing company.
- B. Motorists who wish to document a complaint regarding a towing company may do so at the respective Trooper Post that had the vehicle towed for a rotation call.
- C. The Post Commander shall be responsible for managing the wrecker list in accordance with this policy.
- D. The Post Commander, at his/her discretion, may take the following action(s) for violations of the listed criteria:
  - 1. First violation may result in a written reprimand to the company.
  - 2. Second violation may result in a 60 to 180-day suspension from the towing rotation.
  - 3. Third violation may result in the removal of the company from the rotation list.
  - 4. The following violations will result in disciplinary action:
    - a. Repetitive late arrival to calls for service.
    - b. Any attempt to circumvent the rotation list.

- c. Repetitive failure to answer calls for service.
  - d. Failure to properly clean scenes.
  - e. Substantiated motorist complaints filed with the appropriate Trooper Post.
  - f. Failure to adhere to established rates/fees.
  - g. Use of unapproved drivers and/or equipment.
  - h. Failure to submit a renewal application/document when required.
  - i. Failure to maintain proper insurance coverage as outlined in this policy.
  - j. Violation(s) of any provision of this manual.
5. Minor infractions include but are not limited to response times exceeding specified limits without proper justification; self-dispatching to crashes; being rude/disrespectful to dispatchers or troopers working crashes, and/or drivers at crash scenes; arriving at crashes unprepared to be effective; or any other minor infraction reported to and substantiated by the Post Commander. These may be subject to suspension of rotation(s).
  6. Major infractions include, but are not limited to, failing to comply with rules established by the Alabama Department of Public Safety; repeated complaints; dishonest, fraudulent or false statements made to ALEA personnel; repeated failure to follow these rules; failure to cooperate with the direction of ALEA personnel; or other major infractions reported to and substantiated by the Post Commander. These may be subject to permanent removal from the rotation list.
  7. Immediate termination may occur if the application is found to be fraudulent, the owner is convicted of an indictable offense, the owner's insurance is canceled, or if there is evidence indicating a pattern of consumer fraud or any serious violation as determined by ALEA.
  8. If a complaint against a towing business is related to the amount charged for the services provided, the towing business shall bear the burden of demonstrating the reasonableness of the charge(s). If this complaint is substantiated the towing business may be subject to suspension or removal from the towing list at the Post

Commander's discretion, dependent on the severity of the unreasonableness of the charge.

- E. Tow companies shall be notified in person or by certified mail of any violation of this policy.
  - 1. Notification shall include date, time and location of the services rendered, and the reason/nature of the complaint.
  - 2. Notification to the company shall be noted on the rotation wrecker log, "Towing Complaint" and retained at the Post level.
- F. The Post Commander will consider the following factors when determining if a suspension or removal from the list is warranted:
  - 1. The nature of substantiated complaint(s) or violation(s).
  - 2. Formal complaint(s) received by the Alabama Law Enforcement Agency.
  - 3. Previously documented complaint(s) and/or violation(s) of this policy.
- G. Tow companies who are either suspended or removed from the tow list may appeal to the respective Troop Commander.
  - 1. Tow Companies must submit a letter to the Troop Commander within 15 days of receipt of the certified letter or in person notification of the suspension or removal. The Letter must provide the date, time, and circumstances, including any documents or evidence, surrounding the suspension or removal.
  - 2. The Troop Commander shall investigate the reason(s) for the suspension or removal and provide a determination to the company within 30 days of receipt of the appeal.
  - 3. Tow companies may appeal the Troop Commander's decision to the Highway Patrol Division Chief within 10 days of notification of such decision.
- H. Towing Business Complaints Against the Alabama Law Enforcement Agency
  - 1. The towing business owner or designated agent shall submit the complaint in written form, with the original being sent to the respective Post Commander. It shall include the following: (1) The specific nature of the complaint, including a detailed recitation of the facts upon which the allegation is based; (2) the name or identity of the ALEA employee(s) who has engaged in the

alleged conduct which has given rise to the complaint; and (3) any supporting documentation that would establish a basis for the complaint.

2. If the complaint is based upon an allegation of missed rotation calls, or inequitable assignment, the towing business owner or designated agent shall first contact the respective Post Commander who will review Post rotation records and render a decision.
3. If the complaint is against a Trooper, the complaint will follow the normal course of citizen complaints.

# Alabama Law Enforcement Agency

## Department of Public Safety

### Wrecker Rotation

### Authorization Permit

Towing service/company

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Phone Number: \_\_\_\_\_

The wrecker/towing company listed above is hereby authorized to be placed on the Alabama State Trooper rotation list for the \_\_\_\_\_ Highway Patrol Post in the following county(s):

---

This wrecker/towing company is authorized to perform the following services:

- Light Duty Towing and Recovery
- Medium Duty Towing and Recovery
- Heavy Duty Towing and Recovery

---

Troop Commander

---

Date

# Alabama Law Enforcement Agency

## Department of Public Safety

### Wrecker Rotation

### Agreement and Waiver Form

Company Name: \_\_\_\_\_

It is understood that in filing this application, I will abide by all applicable Federal and Alabama statues, rules and regulations and policies of the Alabama Department of Public Safety Towing Manual. I will notify the appropriate State Trooper Post of any changes or alterations that may affect any information contained in these forms.

It is specifically and expressly agreed that any claims which the owner/operator of the wrecker service shall have against the Alabama Law Enforcement Agency, any Alabama State Trooper and/or any authorized agent or representative of the agency, that arise in the line and scope of said state employee's employment, shall be filed with the State of Alabama Board of Adjustment. The owner/operator of the wrecker service expressly waives any right he may have to file suit against the Alabama Law Enforcement Agency, any Alabama State Trooper and/or any authorized agent or representative of the Alabama Law Enforcement Agency when such claims originate or was precipitated by the acts or omission alleged to have been committed in the line and scope of the employee's employment.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Alabama Law Enforcement Agency**  
**Alabama Department of Public Safety**  
**Wrecker Rotation List**  
**Application for Placement on Rotation List**

---

**Business Information**

County of Application: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Primary Phone Number: \_\_\_\_\_ Alternate Phone Number: \_\_\_\_\_

Owner's Name: \_\_\_\_\_ Owner's DOB: \_\_\_\_\_

Owner's Home Address: \_\_\_\_\_

Owner's Email Address: \_\_\_\_\_

Does owner have a copy of the ALEA Wrecker Policy? \_\_\_\_\_

USDOT Number: \_\_\_\_\_ Business Tax ID Number: \_\_\_\_\_

**Storage Facilities**

Address: \_\_\_\_\_

Property Owner: \_\_\_\_\_

Outdoor Storage Size: \_\_\_\_\_ Ft. X \_\_\_\_\_ Ft. Capacity \_\_\_\_\_

Indoor Storage Size: \_\_\_\_\_ Ft. X \_\_\_\_\_ Ft. Capacity \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# Alabama Law Enforcement Agency

## Alabama State Trooper

### Wrecker Rotation List

### Driver Information Sheet

---

Company Name: \_\_\_\_\_

1. Driver's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Driver's License Number: \_\_\_\_\_ Class: \_\_\_\_\_ State: \_\_\_\_\_

2. Driver's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Driver's License Number: \_\_\_\_\_ Class: \_\_\_\_\_ State: \_\_\_\_\_

3. Driver's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Driver's License Number: \_\_\_\_\_ Class: \_\_\_\_\_ State: \_\_\_\_\_

4. Driver's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Driver's License Number: \_\_\_\_\_ Class: \_\_\_\_\_ State: \_\_\_\_\_

5. Driver's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_  
Driver's License Number: \_\_\_\_\_ Class: \_\_\_\_\_ State: \_\_\_\_\_
6. Driver's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_  
Driver's License Number: \_\_\_\_\_ Class: \_\_\_\_\_ State: \_\_\_\_\_
7. Driver's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_  
Driver's License Number: \_\_\_\_\_ Class: \_\_\_\_\_ State: \_\_\_\_\_
8. Driver's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_  
Driver's License Number: \_\_\_\_\_ Class: \_\_\_\_\_ State: \_\_\_\_\_
9. Driver's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_  
Driver's License Number: \_\_\_\_\_ Class: \_\_\_\_\_ State: \_\_\_\_\_

**Alabama Law Enforcement Agency**  
**Alabama Department of Public Safety**  
**Wrecker Rotation List**  
**Certificate of Insurance and Casualty Coverage**

---

I, \_\_\_\_\_ (printed name of insurance agent), hereby certify that  
\_\_\_\_\_ (name of surety of insurance company) has issued an  
insurance policy to \_\_\_\_\_ (name of towing company) with Policy  
Number(s): \_\_\_\_\_

Effective from \_\_\_\_\_ to \_\_\_\_\_ providing the  
insurance coverage required in the ALEA Towing Policy Manual. The coverage required is listed below. I  
further certify that the aforementioned policy will not be canceled until thirty (30) days after the  
Alabama Law Enforcement Agency has received written notice of the intent to cancel such policy.

**Insurance coverage required:**

1. Workers Compensation insurance as required by current statute.
2. Automobile liability insurance in an amount of not less than:
  - a. \$1,000,000 for a light duty wrecker
  - b. \$1,000,000 for a medium duty wrecker
  - c. \$1,000,000 for a heavy-duty wrecker
3. "On-Hook" coverage during transit in an amount not less than:
  - a. \$100,000 for a light duty wrecker
  - b. \$150,000 for a medium wrecker
  - c. \$200,000 for a heavy-duty wrecker
4. Garage liability insurance in an amount not less than \$750,000 Combined Single Limit (CSL), including Garage Keepers Legal Liability covering perils of fire and explosion, theft, of an entire vehicle, riot and civil commotion, vandalism and malicious mischief to customer's vehicles in an amount not less than \$100,000.
5. A maximum deductible of \$1,000 per occurrence.

Please provide a copy of the certificate of insurance showing the coverage listed above.

\_\_\_\_\_  
Signature of Insurance Agent

\_\_\_\_\_  
Date



# Alabama Law Enforcement Agency

## Department of Public Safety

### Wrecker Violation Report

Wrecker Service: \_\_\_\_\_

Location of Violation: \_\_\_\_\_

Trooper: \_\_\_\_\_

Post: \_\_\_\_\_

Date: \_\_\_\_\_

- \_\_\_\_\_ No broom
- \_\_\_\_\_ Emergency lights not working
- \_\_\_\_\_ Business name not on wrecker
- \_\_\_\_\_ Failed to clean up scene
- \_\_\_\_\_ Failed to respond in 45 minutes
- \_\_\_\_\_ Driver not trained
- \_\_\_\_\_ Damaged private property
- \_\_\_\_\_ Other (See notes)

Notes:



# Alabama Law Enforcement Agency

## Vehicle Information & Inspection Form

Company \_\_\_\_\_ USDOT# \_\_\_\_\_  
 Location \_\_\_\_\_ Zone \_\_\_\_\_  
 County \_\_\_\_\_

Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_  
 Wrecker Class \_\_\_\_\_ Type \_\_\_\_\_ Tag number \_\_\_\_\_  
 No. of Axles \_\_\_\_\_ GVWR \_\_\_\_\_ Unit Number \_\_\_\_\_  
 VIN \_\_\_\_\_

### EQUIPMENT – ALL WRECKERS

- |   |  |
|---|--|
| <input type="checkbox"/> Winch, Boom of required capacity per cl+C17:D40ass   | <input type="checkbox"/> Amber rotating beacon / Amber light bar                   |
| <input type="checkbox"/> Sling and/or stay bar                                | <input type="checkbox"/> Emergency flashers (2 amber front, 2 red rear)            |
| <input type="checkbox"/> Wheel lift & two bars of required capacity per class | <input type="checkbox"/> One dolly   |
| <input type="checkbox"/> Safety chains  | <input type="checkbox"/> Name (4") Address (2") Phone number (2") on vehicle sides |
| <input type="checkbox"/> Fire extinguisher(s) required capacity               | <input type="checkbox"/> 100 foot steel cable (3/8 inch)                           |
| <input type="checkbox"/> Pry-bar or wrecker bar (min 30 inch in length)       | <input type="checkbox"/> Dual rear floodlights (20,000 candlepower)                |
| <input type="checkbox"/> Push type broom                                      | <input type="checkbox"/> Rear lighting system (tow lights)                         |
| <input type="checkbox"/> Axe and/or chainsaw                                  | <input type="checkbox"/> Minimum of 40 pounds of sand and/or oil dry               |
| <input type="checkbox"/> Shovel   | <input type="checkbox"/> Current registration in vehicle / Current license plate   |
| <input type="checkbox"/> Bolt cutters (minimum 1/2 inch opening)              | <input type="checkbox"/> Insurance card in vehicle                                 |
| <input type="checkbox"/> Flares and/or triangles                              |  |

### EQUIPMENT – FLATBED OR ROLLBACK

- Minimum 19 foot bed, dual wheel, 1 winch, 8,000lbs capacity
- Minimum 75 foot steel cable (3/8 inch)
- Brake lock device
- Minimum of 2 tie-down chains (10 feet in length)

### EQUIPMENT – LARGE WRECKERS

- |  |  |
|--|--|
| <input type="checkbox"/> Air control valve operable                                      | <input type="checkbox"/> Fire extinguisher(s) of required size (2) |
| <input type="checkbox"/> 2 chock blocks of required size                                 | <input type="checkbox"/> External air hookups and hoses            |
| <input type="checkbox"/> 200 foot steel cable (5/8 inch) + 50 foot drop cable (5/8 inch) | <input type="checkbox"/> Safety cones (6) or safety triangles (6)  |
| <input type="checkbox"/> Automotive lock air brakes                                      |  |

COMMENTS

Inspector Name \_\_\_\_\_

Pass \_\_\_\_\_

Fail \_\_\_\_\_