



# TOW DISPATCH / COMMUNICATION SECTION PROCEDURES

**INDEX CODE: 1909.1**  
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### **I. PURPOSE**

The purpose of this directive is to describe the department's Communication Section's responsibility for the handling of tow companies.

### **II. DISPATCH PROCEDURES**

#### **A. Dispatching Tow Companies**

1. Once officers advise Communications of their exact location, dispatchers will call the next tow company recommended by CAD for that tow area.
2. Dispatchers will advise the tow company of the exact location, and the number and type of vehicles to be towed. Dispatchers will also advise the tow company of any special conditions (i.e., damaged tires, overturned, etc.)
3. If the incident involves more than one vehicle, ask the tow company if they can handle all of the vehicles. If they cannot, contact the next tow company in the rotation for the remaining vehicles.
4. Dispatchers will document in the CAD notes the tow company dispatched along with the time of dispatch.
5. *Dispatchers will notify the officer of the tow company responding and the time they were dispatched.*

#### **B. Cancellation of Tow Companies**

1. If an officer advises a dispatcher to cancel a tow company, the dispatcher will:
  - a. Ascertain the reason for the cancellation; and
  - b. Place the reason and time of cancellation into the CAD notes.
2. If a tow company calls back to cancel, the dispatcher will:
  - a. Ascertain the reason for cancellation and the name of the tow company employee;
  - b. Place the reason for cancellation, employee name, and time into the CAD notes;
  - c. Inform the officer on the scene of the cancellation and the new tow company en route; and
  - d. Forward a copy of the Tow Complaint Form to the Communications shift supervisor, *who will forward it to the Traffic Safety Section.*

3. If a tow company refuses a call for service:
  - a. Ascertain the reason for the refusal and the employee's name;
  - b. Place the reason for the refusal and employee's name in the CAD notes; and
  - c. Forward a copy of the Tow Complaint Form to *the Communications shift supervisor, who will forward it to the Traffic Safety Section.*
  - d. *Contact the next tow company on the rotation list.*

### **III. RESETTING OF THE TOW ROTATION LIST**

#### **A. Conditions When the Rotation List Is Not Reset**

1. Refusal of service, absent a compelling reason. (i.e., company does not have specialized equipment needed.)
2. Tow company calls back and cancels for any reason.
3. Tow company is canceled on-scene by the officer.

#### **B. Conditions When the Rotation List Shall Be Reset**

1. Tow company is canceled by the officer shortly after dispatch. Advise the tow company they will be reset.
2. The tow is an owner's request for a certain tow company.

### **IV. REQUIRING SPECIALIZED EQUIPMENT**

If the tow is deemed to need specialized equipment, such as a heavy duty tow truck or a four-wheel drive vehicle, the following procedures are to be followed:

- A. Refer to the Specialized Equipment List provided to Communications for the type of equipment needed. *Also, refer to Index Code 1909, Section II.C. covering equipment considerations.*
- B. If the tow company at the top of the rotation list has the equipment, they are to be called first.
- C. If the next-in-line tow company does not have the equipment, contact a company within the tow area.
- D. If no tow company in the tow area has the needed equipment, refer to a tow company in the next closest tow area.
- E. Requests for specialized equipment will not affect the requested tow company's order in their rotation.

### **V. RESPONSIBILITIES OF THE COMMUNICATION'S SHIFT SUPERVISOR**

- A. Assure that all dispatchers are entering the proper information in the CAD notes.
- B. Forward all Tow Complaint Forms or CAD notes to the Traffic Safety Section in a timely manner.
- C. Assure that the rotation list is reset when required, and that each dispatcher is familiar with the procedures on how to reset the list.

### **VI. PROPONENT UNIT: Communications Section.**

### **VII. CANCELLATION: None.**