

UPSHUR COUNTY COMMISSION

Upshur County Administrative Annex
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TDD Numbers
Business: 472-9550
Emergency: 911

Procedures to Dispatch Wrecker Services

Effective September 1, 2021

In compliance with Chapter 24, Article 6, Section 12 of the Code of West Virginia, as amended, the County Commission of Upshur County does hereby establish a policy or procedure as outlined below to provide for the most prompt, fair, equitable and effective response to requests or dispatches for emergency towing services. Any type of request or call to the Upshur County E911 Communications Center for towing services will be considered as a request for emergency towing services and will be subject to these procedures.

The Upshur County E911 Communications Center will automatically dispatch towing services for all motor vehicle accidents (MVA's). Once the Upshur County E911 Communications Center has dispatched the appropriate towing service and has received an ETA, E911 personnel are to notify responding law enforcement and fire department personnel that a towing service has been contacted and is enroute. If law enforcement arrives on scene and determines that a towing service is not necessary, the dispatched towing service will forfeit or forego their position on the rotation list.

If a towing service is the first to arrive on scene, they must stage away from the accident. No vehicle at the scene is to be moved until the investigation has been completed and law enforcement personnel have authorized removal, unless on scene emergency personnel need to move any vehicle in order to provide necessary medical treatment and/or to preserve and protect human life.

The Upshur County E911 Communications Center will follow an established alphabetized rotation list of available towing services located in Upshur County that are in compliance with these procedures. The Upshur County E911 Communications Center will maintain a public record of towing services utilized and forward the same to the Office of the Upshur County Commission each month.

The Upshur County E911 Communications Center will contact the next towing service or operator on the established rotation list to respond to the request or accident. Once a towing service accepts a call they must depart their location in no more than five (5) minutes. Notification with an estimated time of arrival (ETA) shall be made to the Upshur County E911 Communications Center once they are enroute.

If the towing service company or operator does not answer the call from the E911 Communications Center and confirm the availability of towing services, the towing service will forfeit and forego that call as per the established rotation list. The Upshur County E911 Communications Center will not alter the established rotation list for any missed call(s).

Unless an operator or owner of a vehicle request is made for a particular vehicle at the scene, the towing service dispatched from the rotation list will handle all vehicles located at scene. If necessary, the dispatched towing service or operator should arrange for additional assistance. In order to provide for public safety, first responders located at the accident scene have the authority to direct the E911 Communications Center to contact more than one towing service.

A responding towing service must accept the vehicle(s) unless there is an equipment failure or other circumstance outside of their control that prohibits them from transporting the vehicle(s). If a towing service company or operator

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refuses a vehicle(s) for any other reason they will be suspended from the established rotation list for a period of six (6) months.

To be included and remain on the established rotation list, towing service companies and/or operators must be in compliance with all local, state and/or federal laws or regulations that govern such type of business. The towing service dispatched from the rotation list is responsible for all vehicle debris clean-up on scene, excluding Hazardous Materials. Employees of the towing service are required to conform with all uniform safety requirements. It is the towing services responsibility to equip their response vehicles and employees in order to adequately and safely provide these services. If a towing service fails to meet regulations, first responders on scene shall notify the Upshur County E911 Communications Center for notation in the computer aided dispatch (CAD) system.

Local regulations will require (but are not limited to) the following:

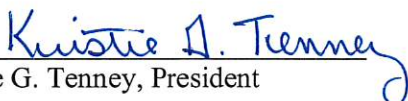
1. Each towing service company must respond to at least one (1) call and cannot refuse more than two (2) calls within a one (1) month time period, unless documentation proving they were on another call is provided to the E911 Communication Center. Offenses and penalties are as follows: 1st offense – removal for three (3) months, 2nd offense – removal for six (6) months, 3rd offense – removal for twelve (12) months. If removal begins mid-month, reinstatement will occur on the first of the following month so long as the wrecker service is in compliance with all other requirements of this policy.
2. Provide a copy of the following documents received on July 1st of each year to the Upshur County E911 Communications Center by July 15th of each year: valid universal cab card, insurance and registration for each unit, current medical examination card for each driver, current Class D or CDL operator's license for each driver.

Towing service companies that fail to respond to the required calls and/or fail to provide the required documentation will be removed from the established rotation list until a letter of request to be added to the list is provided from the towing service company to the Office of the Upshur County Commission and required documentation is provided to the E911 Communications Center Director.

The established rotation list will be followed subject to the following exceptions or deviations:

- The operators or owners of the vehicle(s) may request a specific towing service located in Upshur County. In order to maintain a fair and equitable procedure in the selection of a towing service, operators or owners should not receive any advice or assistance from law enforcement personnel or other emergency personnel located at the scene. The Upshur County E911 Communications Center will record the city and state that the vehicle is registered in and the officer on scene in the public record. Specific requests from an operator or owner will not cause a towing service to forfeit or forego their normal position in the established rotation list.
- In order to provide for the public safety and welfare, first responders located at the scene have the authority to override a request made by the operator or owner of a vehicle or make a request for the towing service company in closest proximity to be utilized. Any specific request under this circumstance will not cause a towing service to forfeit or forego their normal position in the established rotation list.

Approved and adopted by the County Commission of Upshur County, West Virginia on the 9th day of August 2001. Amended by the County Commission of Upshur County, West Virginia on the 16th day of March 2006. Reviewed and approved by the County Commission of Upshur County, West Virginia on the 26th day of February 2009. Amended by the County Commission of Upshur County, West Virginia on the 18th day of June 2015. Amended by the County Commission of Upshur County, West Virginia on the 29th day of September 2016. Amended by the County Commission of Upshur County, West Virginia on the 11th day of April, 2019. Amended by the County Commission of Upshur County West Virginia on the 19th day of September 2019. Amended by the County Commission of Upshur County West Virginia on the 26th day of August 2021.


Kristie G. Tenney, President