TRUMBULL POLICE DEPARTMENT
Town of Trumbull
CONNECTICUT 06611

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Trumbull Police Department Towing Policy

Effective January 1, 2026

I. PURPOSE

A. This policy is established by the Trumbull Police Commission to provide for an orderly, efficient and equitable procedure for the towing of vehicles upon request of the Trumbull Police Department within the Town of Trumbull.

II. GENERAL REQUIREMENTS

A. Each tow provider shall be required to have, upon the time of application and during its tenure on the tow list:

1. Connecticut Motor Vehicle General Repairer's License pursuant to Connecticut General Statute 14-66, or
2. Connecticut Used or New Car Dealer's License, or
3. Connecticut Limited Repairer's License

B. The Applicant shall be a citizen of the United States. The Applicant, if applicable shall be current on all taxes due and owing the Town of Trumbull.

C. Each Applicant shall complete an annual application supplied by the Trumbull Police Department. Each Applicant, including, the owner/operators, directors, officers, shareholders and employees shall consent to a background check to be conducted by the Chief of Police or his designee. The Chief of Police shall report the results of these investigations to the Police Commission for purposes of approving the application. An annual acceptance fee of two thousand five hundred dollars ($2,500.00) shall be paid by certified or cashier check to the Trumbull Police Department at the time of acceptance.

D. Acceptance on the Town of Trumbull's tow list shall be for a twelve-month period. The procedure for new applications and annual renewals shall meet the requirements as set forth in this policy.

E. Each facility shall be required to have a dedicated, secured, inside storage area for the storage of a minimum of four (4) towed vehicles involving Trumbull Police investigations. Each facility shall have a secured inside storage area for fifteen (15) vehicles. Each facility shall have a secured lighted, video-monitored outside storage area for thirty (30) vehicles. These storage areas shall be located on, or adjacent to, the tower's registered place of business. Such place of business shall be located within a eight (8) mile radius of the Trumbull Town Hall at the intersection of Church Hill Road and Main Street (Route 111) and must be in compliance with all applicable state and local laws and regulations.

F. Vehicles towed shall not be stored or parked upon Town roads or property. Excepted is the Town-owned property for abandoned motor vehicles, to be used only with the permission of the Patrol Shift Supervisor.

G. Each tow provider shall be required to maintain a sufficient operational capacity to accept and respond to calls from the Trumbull Police Department for towing, including, but not limited to, accidents, abandoned vehicles, parking violations, and service calls.

H. Each tower shall be required to have qualified tow vehicle operators available to respond to any calls at all times of the day and night under all weather conditions. The tower shall provide written notification to the vehicle owner and/or operator of the location of the vehicle and charges to date with seventy-two (72) hours of towing and storage. The tower shall furnish proof of such notification to the Chief of Police on demand.

I. Each tower shall procure and maintain in effect the following insurance coverage with insurers licensed or approved to conduct business in the state of Connecticut and holding a current financial rating in the A.M. Best & Company satisfactory to the Town:

1. Commercial General Liability. Insurance against claims or suits brought by members of the public alleging bodily injury, personal injury or damages of property and claimed to have arisen out of operations conducted pursuant to this towing policy. The limits of commercial liability insurance coverage shall be at least in the amount of one million dollars ($1,000,000.00) per occurrence with an aggregate of at least one million five hundred thousand dollars ($1,500,000.00) and the coverage shall be broad enough to include premises, personal injury, completed operations, contingent liability, contractual liability, fire legal liability and care, custody and control.

2. Business Automobile. Insurance against claims or suits brought by members of the public alleging bodily injury, personal injury or damage of property and claimed to have arisen out of the use of owned, hired or non-owned vehicles in connection with operations under this agreement. Business Automobile limits of liability shall not be less than one million dollars ($1,000,000.00) each occurrence, annual aggregate, bodily injury, personal injury or damage of property.

3. Excess/Umbrella coverage. The tower shall also have an excess umbrella policy in the amount of at least two million dollars ($2,000,000.00) which provides excess insurance in addition to the

insurance coverages provided in Section A Commercial General Liability and Section B. Business Automobile.

4. Worker's Compensation and Employees Liability. Insurance in accordance with the Connecticut General Statutes and Regulations in order to meet the legal obligations towards employees in the event of injury or death sustained in the course of employment.Employers'liability shall not be less than one hundred thousand dollars ($100,000.00) each claim.

5. Additional Insured. Insurance policies under subsections 1, 2 and 3 of this section shall be endorsed to include the Town of Trumbull and any department or agency of the Town as an additional insured, as their interest may appear.

6. Notice of Cancellation. In the event of nonrenewal or cancellation, tower's insurer shall give written notice to the Town of Trumbull Police Department 158 Edison Road, Trumbull, CT. Attention: Chief of Police, indicating that such cancellation or nonrenewal shall not be effective in less than sixty (60) days from when notice is received by registered mail.

7. Certificate of Insurance. Prior to eligibility to perform towing services hereunder, the tower shall provide a properly authorized certificate of insurance to the Chief of Police evidencing that the foregoing described coverages are in full force and effect. Further, prior to acceptance, the certificate shall clearly show; Description of operations; Location (exact as possible); and Town/Department as additional insured.

J. Each tower shall agree to indemnify and hold harmless the Town of Trumbull, the Trumbull Police Commission,Trumbull Police Department including all officers, officials, servants agents and employees of the Trumbull Police Department, Town of Trumbull from all claims, expenses, charges, causes of action, suits, defaults or judgments arising from the negligence of the tow operator.

K. No person or corporation shall be allowed to hold, directly or indirectly, more than one place on the tow list on an annual basis. In applying this prohibition, an individual shall be presumed to hold a place on the tow list whenever he or she, or any member of their immediate family owns an interest in or is employed by any corporation, partnership or business holding a place on the tow list. In the instance of corporations, this requirement shall not be met if more than one entity within a "controlled group or corporations" as defined in Section 1563 of the Internal Revenue Code (26 U.S.C. 1563) is on the list. The Trumbull Chief of Police or his designee may require an entity on the list or any applicant to disclose such information as may be necessary to determine compliance with the requirement.

Failure to provide such information may be the basis for removal from the list or denial of the application for appointment or renewal to the list. An intentional violation of this section may result in the removal of all entities within the controlled group of corporations of the violator. Any adverse determination or presumption by the Chief of Police may be appealed to the Police Commission within twenty-one (21) days of notice of the adverse determination or presumption.

L. Any change in ownership, registration or license of any facility on the tow list shall be reported in writing to the Town and to the Chief of Police within twenty-four (24) hours of such change.

M. Each tow provider applying for acceptance on the tow list shall first be inspected by the Chief of Police or his designee. A report and a recommendation on the investigation shall be reviewed by the Chief of Police with the Police Commission. The Chief of Police or his designee shall have the ability to conduct unannounced inspections for purposes of assessing quality control and conformance with the terms of this policy.

N. The Police Commission reserves the right to limit the number of tow providerson the tow list at any one time based on good cause. Acceptance on the tow list by the Police Commission may in no way be construed to imply an endorsement of the towing facility.

O. The Police Commission on the anniversary date each year of the establishment of the tow list shall review the tow policy and established tow list and may act upon recommended changes in the policy and/or additions or deletions to the tow list, provided however, that the Police Commission may act upon recommendations for changes in the policy or removal of tow operators from the tow list for good cause at any time.

P. Failure to submit the information or comply with the requirements of this section may result in the rejection of any application.

III. EQUIPMENT REQUIREMENTS

A. Each wrecker shall be equipped according to the Connecticut General Statutes and the Regulations of the Connecticut Department of Motor Vehicles including but not limited to the provisions set forth in Connecticut General Statute 14-66. Additionally, each tower shall have a minimum of two (2) wreckers plus two (2) flatbeds licensed and properly insured as required herein.

B. Each wrecker and flatbed shall be equipped with at a minimum a broom and a shovel, communications equipment, a second rear spotlight and three triangular reflectors.

C. Each wrecker or flatbed will be lettered on both sides of the vehicle depicting the name of the garage and its telephone number or name of the garage and its address. Lettering will be a minimum of three (3) inches high and will be maintained in clean, legible condition.

D. No wrecker or flatbed shall tow a vehicle with a gross weight in excess of the boom capacity of the wrecker.

E. No wrecker or flatbed will be used for towing on the Trumbull tow list unless it has passed an inspection by the State of Connecticut Department of Motor Vehicles Commercial Vehicles Safety Division and this inspection is up to date and otherwise in compliance with the regulations of the STATE OF CONNECTICUT, DEPARTMENT OF MOTOR VEHICLES.

F. No wrecker or flatbed will be approved or used for towing unless it bears a current wrecker registration in the name of the repair license, or in the name of a leasing company leased in the name of the repair license.

G. Each wrecker or flatbed will be maintained in good condition and will be subject to inspection at any time by the Trumbull Police Department. Results of any such inspection shall be forwarded to the Chief of Police and if necessary to the State of Connecticut Department of Motor Vehicles Commercial Vehicles Safety Division to determine whether the wrecker and/or flatbed is in compliance with the applicable regulations of the State of Connecticut Department of Motor Vehicles.

H. Any change in ownership or registration on the vehicle shall be reported to the Chief of Police within twenty-four (24) hours. Notification shall be made by certified mail.

IV. OPERATING REQUIREMENTS

A. All requests for towing or service shall be distributed by the Chief of Police or his designee, with each tower taking its turn in its respective order. In the event that two (2) vehicles at the scene of an accident have to be towed and the next wrecker on the list has two tow trucks currently available, they may be allowed to tow both vehicles. Towers will respond to all calls. Continued no answers, busy signals, or refusals to respond to three (3) calls in a six (6) month period will be the basis for suspension of the facility from the tow list in accordance with Section V. Exception to this section will be upon specific request by the motorist for a special garage within a reasonable distance.

B. All calls for towing or service shall come from the Trumbull Police Department's current shift's dispatcher. If a tower is unable to handle a call, the call for service may not be delegated by the tower to another wrecker operator. The tower shall be charged for the call and the next wrecker operator on the list will be called.

C. No tow operator will patrol, chase or solicit tows or repairs within the jurisdiction of the Trumbull Police Department.

D. No more than oneday and one night telephone number may be accepted and they must allow for contact on a 24-hour, seven-day-per-week basis.

E. Garage owners are responsible for the negligent and careless acts and/or omissions of their agent's servants and/or employees arising out of towing, response, or other department violations. Owners shall provide a list of all wrecker operators with their current, valid Connecticut operator's numbers and notify in writing the Chief of Police of any changes within one week of such change.

1. Each tow operator shall:

    a. possess a current Connecticut operator's license,
    b. have no felony convictions,
    c. be eighteen (18) years of age or older,
    d. be a competent operator of the tow truck and be knowledgeable with the motor and mechanical features of the tow truck and may be required to demonstrate such skills upon the demand of the Chief of Police or his designee.

F. Tow operators will be allowed twenty (20) minutes to respond to calls. Failure to respond within twenty (20) minutes after being dispatched by the Trumbull Police Department constitutes a failure to respond for the purposes of suspension or revocation under Section V of this policy. Further, a failure to respond within (20) minutes warrants the Trumbull Police Department to call another wrecker to perform the tow.

G. Wrecker operators will be as neat and clean as practicable and will conduct themselves in a businesslike manner.

H. The carrying of firearms is discouraged, however a permit is required. Firearms carried in an exposed manner as to cause alarm to the public may place the permit to carry the weapon in jeopardy and may be cause for removal from the tow list.

I. Vehicles towed will be taken to the tow operator's registered place of business unless specifically requested by the owner, operator, agent or Police Department's representative to be towed elsewhere.

J. In the case of an emergency, the Trumbull Police Department's Patrol Shift Supervisor shall have the right to disregard the tow list and obtain the services of the nearest garage.

K. The tow operator responding to the scene of an accident will be completely responsible for the removal of glass and/or debris from the accident scene. In the event more than one tow operator is called, each shall be responsible. Failure to adhere to this policy shall be the basis of review and suspension of the tow operator from the tow list.

L. No vehicle will be moved from the scene of an accident except upon approval of the police officer in charge.

M. The towing facility will have on file with the Trumbull Police Department a current schedule of rates and charges (including storage charges) related to towing operations. The towing facility will not charge a rate higher than that on file with the Police Department for police wrecker calls. Such rates shall not exceed those rates set by the Commissioner of the State Department of Motor Vehicles ("DMV") and shall be posted in conformance with the requirements of DMV at each towing facility and carried upon each wrecker.

N. The tow facility shall accept payment for towing and/or storage by at least one major credit card.

O. Service calls such as gas; oil, tire changing, etc. will be handled if possible at the scene without towing the vehicle.

P. Trumbull police officers at the scene of a tow call who observe unsatisfactory service by a wrecker operator or who receive information concerning unsatisfactory service by a wrecker shall file a written report of such unsatisfactory service with the Chief of Police.

V. SUSPENSION OR REVOCATION

A. The Chief of Police may, for cause, suspend or revoke from the towing list any tow providerwho fails to meet the requirements of this policy or who violates any statute or regulation concerning the operation of a motor vehicle repair, towing or storage facility, or any statute or regulation concerning the operation of a motor vehicle or otherwise violates any of the provisions set forth in Section B 1 through 13 after a hearing upon due notice to the tow provider. This hearing

shall be conducted by the Chief of Police or his designee. If a finding is rendered suspending or revoking the tow provider's privileges under the terms and conditions of this policy then the tow provider will receive notice of the suspension or revocation by certified mail. The tow provider has the right to appeal the decision by the Chief of Police or his designee to the Police Commission within (10) days of the receipt of the notice of suspension or revocation.

B. Cases for suspension or revocation will be, but are not limited to, the following:

1. Failure to comply with any of the provisions of the general, equipment or operating requirements of this policy;

2. Refusal to respond to any call;

3. Failure to respond to any call within (20) minutes;

4. Three "no answers" to telephone calls in a three (3) month period;

5. Overcharging for towing, repairs, or storage;

6. Any ill or unjustified treatment of the motorist requesting services;

7. Suspension of License for Repair of Motor Vehicles;

8. Collusion with any person employed by the Police Department, which would violate the fair and equitable distribution of calls;

9. Substantiated consumer complaints regarding the improper handling of personal property;

10. Conviction of any felony or other offense relating to the tow operation;

11. Non-payment of inspection or license fees;

12. Failure to provide a list of tow operators or new operators;

13. The failure of any applicant or facility, or employee thereof, to assist any member of the Department or other law enforcement officer during an investigation conducted with regard to the operation of a wrecker, the rendering of tow services pursuant to a call from the Department or an investigation conducted relating to the equipment or premises of the tower.

VI. ROTATING SERVICE

A. A record of all calls for wrecker service shall be maintained by the shift dispatcher and shall contain the date, time, tower, and case number for each request. This information shall be available for examination by REQUEST.

VII. PROVISIONS

A. A copy of this policy will be given to each tow operator on the Trumbull Police Department's tow list. Each tow operator shall review the tow policy and provide written acknowledgement that he has read the towing policy and that he understands and consents to the provisions of said policy and the penalties for non-compliance which includes possible suspension or revocation from the towing list.

B. This policy may be modified or otherwise amended by the Police Commission and all tow operators will be informed of any modifications or amendments to the towing policy.

C. Any new power or authority given to the Chief of Police herein may be exercised by an officer of the Department designated by the Chief of Police.