5-01/150.10 - Patrol Stations/Units

All stations/units shall have contract tow service applications available on behalf of the chiefs' panel. Completed applications will be accepted by the stations/units on behalf of the chiefs panel and forwarded to License Detail, Major Crimes Bureau.

The chiefs' panel shall provide the notice of intent to renew the contract for a subsequent three-year period during the thirty-second (32) month of an existing contract.

Each station/unit shall maintain files on behalf of the chiefs' panel for all applicants, all current, and past tow services in their area. These files shall contain copies of the original applications and accompanying documents including but not limited to: insurance papers, copies of the contract, any complaints that have been received concerning the applicant tow company, monthly activity reports, weekly tow logs, quarterly reports, business licenses, and feasibility inspection report. In addition to the above reports, stations/units shall maintain the following: annual inspection reports and evaluation of the contractor which should commence during the thirtieth (30) month of an existing contract. The evaluation should include public input, input from the contract city, input from the unit commander of the area served, and a review of the service provided by the current tow service.

Once the evaluation is completed, it will result in either the renewal of the contract with the current vendor or the selection of another vendor. Information developed during the evaluation process that is found by the chiefs' panel to be unsubstantiated, unfounded, or uncorroborated hearsay, shall not be used to demonstrate a default of the tow service under the provisions of the contract.

All monthly storage and impound reports, submitted by station/unit tow services, shall be reviewed for compliance with Department requirements.