5-01/150.15 - Station/Unit Commanders

Concerned unit commanders shall notify the chiefs' panel and the License Detail, Major Crimes Bureau, through channels, when additional tow service is contemplated.

After the License Detail conducts a feasibility inspection of all the station/unit area applicants, Major Crimes Bureau will confer with the chiefs' panel and provide it with their findings. The chiefs' panel will then evaluate the companies using the following criteria:

- Ranking by License Detail, Major Crimes Bureau;
- The geographical proximity of the tow service storage yards to the area to be served;
- The storage capability of the tow company;
- Whether there exists a history of complaints of vehicle loss, theft, or damage against the applicant tow companies;
- If it is a renewal, the level of service provided in the past and the degree to which the applicant company met the station/unit's needs; and
- Input received from the community and contract cities.

The chiefs' panel shall then recommend the company(ies) to be awarded contracts. The chiefs' panel shall forward its recommendations to the concerned assistant sheriff.

> **NOTE:** If a unit commander contemplates or a contract city/county official requests a change in service, including but not limited to a new service/company or an expansion to the existing level of service, the concerned unit commander shall forward this information to the chiefs' panel for review and recommendations. After review, the chiefs' panel shall forward the information and recommendations to the concerned assistant sheriff.

If the chiefs' panel recommends the denial of a new contract or the termination, discontinuation, or non-renewal of an existing contract, the information and recommendations shall be forwarded to the concerned assistant sheriff. A tow company dissatisfied with the reasons given for the denial, termination, discontinuation, or non-renewal of a contract may send a letter setting forth the reasons to the concerned assistant sheriff. The concerned assistant sheriff will review the letter, the chiefs' panel recommendation, and may afford the towing company an opportunity to provide additional information. After reviewing all pertinent information, the concerned assistant sheriff, with the concurrence of the executive officer, will render a final decision and inform the tow company in writing.