

	STANDARD OPERATING PROCEDURE <small>State Form 39870(R/S-06)</small>	Reference Number ENF-031
	Subject Wrecker Service – Selection of	
	Special Instructions Replaces ENF-031 dated March 1, 2015	Effective Date November 7, 2017

I. PURPOSE

Establish guidelines for the selection of wrecker services for Department use.

II. POLICY

Each district shall establish and maintain a wrecker rotation log. All personnel authorized to have vehicles towed shall select the appropriate service from the wrecker rotation log.

The district commanders will only consider qualified wrecker services for placement on the district wrecker rotation log. Additionally, previously approved services which no longer meet the minimum requirements or have provided questionable or unsatisfactory service, may be removed from the wrecker rotation log at the discretion of the applicable district commander after receiving approval from the Legal Office.

III. DEFINITONS

DISTRICT COMMANDER – An ISP lieutenant designated by the Superintendent to exercise command authority over a district and to perform other duties as directed by the appropriate zone commander. District commanders shall review, approve, monitor and if necessary, reject or remove services from the district wrecker rotation log.

DISTRICT (ISP) – An administrative and geographic section of the state.

WRECKER SERVICE – For the purposes of this standard operating procedure, the term wrecker service shall include any company capable of providing any or all of the following: small to medium wreckers, heavy duty wreckers, and/or recovery vehicles and equipment to meet the tow and recovery needs of the Department.

WRECKER ROTATION LOG – A method (electronic or paper) for the Department to track and monitor the use of approved wrecker services. Separate wrecker rotation logs shall be kept for calls involving small to medium wreckers, heavy duty wreckers, and recoveries.

WRECKER SERVICE APPLICATION – The application used by the Department’s districts to determine minimum qualifications and resources of wrecker services wishing to be considered for placement on a district’s wrecker rotation log.

PROCEDURE

A. Each district commander shall create a wrecker rotation log. Wrecker services utilized on this log shall be reputable and in good standing within the community. Whenever practicable,

wrecker services shall be rotated, utilizing the wrecker rotation log, in order to provide equal utilization of wrecker services.

B. Each district commander shall create and maintain a wrecker service file that, at a minimum, contains:

1. The Wrecker Service Application (including the initial submission and all annual resubmissions of the Application);
2. Documentation of Insurance Coverage;
3. All written complaints in reference to the wrecker service;
4. All documentation of falsified Wrecker Service Applications;
5. Any written communication sent to a wrecker service in reference to complaints or concerns with the service; and
6. All documentation (when applicable) of the wrecker service being removed from the rotation log.

C. Annually, all wrecker services in the district's service area shall be sent a Wrecker Service Application. The owner or qualified representative of the wrecker service shall complete and return the Wrecker Service Application to the district, if they wish for their wrecker service to remain on or be considered for addition to the wrecker rotation log.

D. When a wrecker service is found to have knowingly or intentionally falsified the Wrecker Service Application, the district commander shall send a certified letter to the owner indicating their service will no longer be utilized by the Indiana State Police.

E. Continued use of a wrecker service:

1. If the district commander believes that a complaint or concern with the wrecker service may be remedied, the commander shall send a certified letter to the service outlining the complaint or concern and list the steps the wrecker service must take in order to remain in compliance and on the district wrecker rotation log. Factors to be considered include, but are not limited to, the following:

a. Complaints:

(1) Citizens, or

(2) Department personnel. When Department personnel experience problems with or have knowledge of a wrecker service conducting business in a manner that could reflect negatively on the Department, they shall submit the known information, in detailed writing to the appropriate district commander.

b. Performance issues, which may include, but are not limited to: contact issues, response times, inadequate training of operators, improperly licensed operators, or inadequate or broken equipment.

c. Equipment Violations, which may include applicable violations of Indiana State law or Federal Motor Carrier Rules and Regulations.

d. Public Safety Concerns, which may include, but are not limited to, driving complaints, unsafe operation during removals which may cause issues or concerns.

e. Failure to operate in accordance with industry standards and reputable business practices.

2. Notwithstanding subsection 1 above, the district commander may, after consultation with the Legal Office, remove a tow service from the wrecker rotation log.

F. Employees shall request the wrecker service chosen by the owner/driver except, when:

1. The owner/driver is under the influence of alcohol or drugs, injured, absent or otherwise incapable of making such a decision;

2. The owner/driver is in actual custody;

3. The vehicle is lawfully impounded; or

4. When a closer wrecker service could relieve an obvious traffic or other hazard or when the need to reopen a roadway is imperative, refer to ENF-007: In-Time and other Incident Response/Management on Roadways.

G. In exigent circumstances, for expediency or safety, the district duty officer or district commander may deviate from the wrecker rotation log.

H. When the services required could fall into more than one wrecker rotation class, the most appropriate class shall be utilized, as determined by regional dispatch, district duty officer or district commander.

I. This procedure is to be used in conjunction with all relevant Department regulations, rules, policies and procedures.