P.O. 1303 Towing and Recovery			
Effective From:	10-1-2026	Effective To:	Current

P.O. 1303 – Towing and Recovery

1. TOW TRUCKS-REQUIRED AUTHORIZATION
   i) Every person, firm, corporation, or other entity who participates as part of the LSP Troop Rotation Program, and is engaged in, or associated with the towing, removal, or storage of any wrecked, abandoned, disabled, or other designated vehicle shall comply with the Department's Procedural Orders and all applicable state laws and administrative regulations governing the towing and storage of vehicles, including, but not limited to, LRS 32:1711, et seq., and LAC 55:1901, et seq.
2. TOW TRUCKS-GENERAL PARTICIPATION REQUIREMENTS
   i) Approved towing or storage companies shall:
      a) Have been in business as such in the zone for which they are applying, for a continuous period of 12 months, before filing an application with the Towing and Recovery Unit. Transfers or the inheritance of an established authorized towing company may be exempt from this requirement if the new owner has the necessary experience and meets the minimum licensing requirements.
      b) Maintain a valid Storage Inspection License and not owe any outstanding fees/fines to the Department.
      c) Provide 24-hour service on a 365-day-per-year basis.
      d) Provide for a maximum 45-minute response time from the time of notification, unless extenuating circumstances exist.
      e) Not be an owner, either in whole or in part, directly or indirectly, of any other authorized LSP rotation tow company within the zone.
      f) Not be owned, operated by, or knowingly employ any person who has been convicted of a felony relating to auto theft, vehicle insurance fraud, burglary of a vehicle, possession of stolen vehicles, or vehicle parts.
      g) Not contract for towing or storage services with any party not in compliance with this part.
3. APPLICATION FOR PARTICIPATION IN THE LSP ROTATION PROGRAM
   i) Application shall be made on the requisite Department-approved forms. Upon submission, the application shall be forwarded to the appropriate Troop Commander. The Troop Commander shall review the application and determine if there is a need for an additional towing service in the area or zone listed on the application. Once approved by the Troop Commander, the application shall be forwarded to the Towing and Recovery Unit to determine compliance. The Towing and Recovery Unit shall notify the Troop Commander of the applicant's suitability.
   ii) Authorization shall be withheld from any company not meeting the operational requirements of this order, applicable state laws, or administrative regulations. Upon a finding of compliance with the aforementioned requirements, the applicant may be added to the Troop towing rotation list. The original application and affirmation shall be maintained at the Troop, and a copy shall be forwarded to the Towing and Recovery Unit.
   iii) A contract, approved and provided by the Department, must be signed by the towing company annually, once suitability has been verified. Authorization shall continue unless terminated by the Towing and Recovery Unit or the Troop Commander.
4. SPECIAL REQUESTS FOR TOWING SERVICE
   i) When it is determined that a motor vehicle must be towed, the owner or operator of the vehicle shall be given the option to select a licensed towing company to tow their vehicle. If the owner or operator of the motor vehicle is unable to select, or chooses not to select, a

particular licensed towing company, or an emergency requires the immediate removal of the vehicle, the next available licensed towing company on the Troop's rotation list shall be called to tow the vehicle. Officers shall not make any recommendation as to which towing company a vehicle operator or owner should use.

ii) Commissioned officers shall honor any vehicle owner/operator's request for a specific towing service when:
   a) The tow truck requested meets all the requirements of LRS Titles 23, 32, and 47 as well as LAC Title 55.
   b) No danger to the public is created in so doing.
   c) The officer's return to duty is not delayed beyond a reasonable amount of time (maximum 45 minutes).
   d) If the owner/operator desires a tow business not on the Troop's rotation list, they must be able to provide the legitimate name of the company and either a phone number or the city where located. Troop personnel should make a reasonable attempt to locate the phone number and/or contact the desired tow company with available resources.

iii) Requests for out-of-state tow trucks should be honored when:
   a) All of the above-listed items are met when dealing with special request tow companies.
   b) The tow company has interstate operating authority, is registered with the USDOT, and meets all the requirements of 49CFR.
   c) The towed vehicle must be taken directly out of Louisiana.

5. TOWING SERVICE ZONES AND ROTATION LIST

i) Each Troop Commander is responsible for reasonably subdividing their Troop area into service zones for towing purposes.
   a) Service zones are to be established considering, but not limited to, geographic area, distance of hauls, number of qualified towing companies, and crash frequency.
   b) Only those companies on the Troop towing rotation list shall be engaged for towing services, unless the vehicle's owner/operator makes a specific request.
   c) The Troop Commander has the authority, with justification, to assign tow companies to multiple zones in an effort to improve public service within that zone.

ii) Troop Commanders shall establish a rotation system for each zone by available tow truck classes.

iii) Dispatching of tow trucks shall be on a rotational basis (when there is no special request).

iv) Exceptions to using a rotational call shall be documented in the tow truck rotation log.

6. TRAFFIC STOPS OR OPERATIONAL VIOLATIONS OF TOW TRUCKS

i) When an officer stops a tow truck for any violation other than a hazardous moving violation or recognizes any violation of this policy, the officer shall issue a violation ticket to the operator and forward a copy to the Towing and Recovery Unit for possible administrative penalties. This shall not preclude the officer from issuing a criminal citation.

7. TROOP LOG REQUIREMENTS FOR TOW TRUCKS

i) The Troop shall maintain logs and records of tow truck calls.

ii) Each Troop shall be responsible for the written release of vehicles or contents which have been held as a result of an investigation and shall use the Authorization to Release Form (DPSSP 3514).

iii) Tow truck logs will be maintained as public records, available for inspection during regular office hours. Information required to be included in the Troop log is:
   a) Time and date of the dispatch.
   b) Location of the tow.
   c) Description of the vehicle to be towed.
   d) Owner/operator of the vehicle to be towed.

e) Name of the dispatching officer.
f) Name of the requesting officer.
g) Name of the towing company.

8. OPERATIONAL REQUIREMENTS OF TOW TRUCKS
   i) Debris from a crash, except medical waste, shall be removed by the tow truck driver, other towing company employees, or the towing company assignee. The officer should make every effort to ensure that the crash scene is safe and protected throughout the recovery process.
   ii) Authorized towing companies shall honor all hold orders of the Office of State Police.
      a) The release of a vehicle or contents shall be authorized by the Troop storing the vehicle.
      b) The release shall be documented in the Inactive Storage File.
   iii) An officer who is responsible for storing a vehicle shall complete a Vehicle Storage, Wrecker Request and Inventory Record Form (DPSSP 3500).
      a) The towing company shall be furnished a copy of the report by the officer at the scene.
      b) The report shall be made as provided in P.O. 1113 - Storage of Vehicles.
9. TOW TRUCKS, OPERATORS, BUSINESS FACILITY, AND STORAGE AREA REQUIREMENTS
   i) Each tow truck and operator shall meet all operational requirements listed in this policy, as well as those mandated for tow trucks in LRS Titles 23, 32, and 47, as well as LAC Title 55. All tow trucks in the business's fleet shall also be equipped with the following:
      a) A heavy-duty shop-type broom.
      b) At least one shovel and fire extinguisher(s) that meet or exceed standards outlined in FMCSA 393.95.
      c) At least two vehicle wheel chocks with anchor chains attached or hydraulic levelers (not required on car carriers).
      d) Search lights or adequate working lights.
      e) Handheld flashlight (charged).
      f) A steering wheel tie-down.
      g) A minimum of 5 gallons of environmentally safe absorbent material.
      h) Emergency stopped vehicle warning devices.
      i) At least one amber rotating or flashing beacon visible at night for 360 degrees at a distance of 1000 feet, under normal atmospheric conditions.
      j) A current towing and recovery license plate and MVI certificate.
      k) Have all dunnage and loose items on the bed secured.
   ii) All tow truck operators shall:
      a) Be an employee of the tow company whose services are being utilized.
      b) Possess a valid Louisiana driver's license with the appropriate class.
      c) Be proficient with and have the necessary experience/training in vehicle recovery and towing.
      d) Be able to communicate in the English language.
      e) Wear a uniform shirt displaying the name of the towing company and driver.
      f) Wear appropriate footwear (no sandals or open-toe footwear).
      g) Wear an approved ANSI Class II or III reflective vest that is in good condition, fits the operator, and must be worn while working on or near the roadway during crash recovery.
   iii) All tow trucks in an approved company's fleet must be inspected annually by the Towing & Recovery Unit. A current LSP Troop Rotation Permit must be displayed in the bottom left corner of the windshield of every tow truck responding to a Troop rotation call. It is the responsibility of the tow company to inform the Towing & Recovery Unit personnel, in advance, of any tow truck needing inspection. Troop personnel should report any tow

trucks without a current and valid decal to the Towing & Recovery Unit.

iv) The business facility shall be equipped with communications equipment capable of providing direct contact between the Troop and the company representative. The company representative must have the ability to maintain communications with the tow truck operator responding to a call from the Louisiana State Police. Citizen band radios and pagers are not sufficient equipment for this purpose.

v) Unless prior arrangements have been made with the Troop Commander, a business facility (or representative) must answer all phone calls for towing services at all times. Failure to answer any phone call may constitute grounds for an immediate one-call suspension from the Troop rotation list.

vi) The business facility shall be staffed and open Monday through Friday from 8:00 a.m. to 5:00 p.m., excluding holidays. A representative from the company shall be on call for emergencies, and an individual shall not be charged a gate fee or storage fees for being unable to retrieve their vehicle as a result of an action or omission from which the tow company would benefit.

vii) The storage facility shall be of sufficient area to accommodate a minimum of twenty (20) vehicles.

viii) The storage facility shall be enclosed by a 6-foot fence or other physical barrier, either of which shall be sufficient to deter trespass.

ix) The shared use of any facility for the storage of motor vehicles by more than one Tow Company is expressly prohibited.

10. CLASSIFICATION OF TOW TRUCKS

i) Operational capacities of each tow truck must have a manufacturer's rating. The minimum standards of each tow truck shall be determined by the manufacturer's specifications for the capabilities and capacities of the tow truck and all towing equipment. Tow trucks shall not be permitted to haul any vehicle/cargo combination in excess of their rated gross vehicle weight (GVW) or class.

ii) The following classifications are taken from the TRAA Vehicle Identification Guide. The TRAA Vehicle Identification Guide refers to the slide-back and tilt-bed car carriers as car carriers in the light and medium-duty tow trucks.

iii) LIGHT DUTY TOW TRUCKS

a) The towing company shall own and maintain for service at least one light or medium-duty tow truck or slide-back carrier.

b) Operators of light-duty tow trucks shall maintain equipment adequate to winch and transport vehicles weighing up to 10,000 pounds. The 10,000-pound maximum limit includes the towed vehicle's weight plus any cargo on board.

c) Tow truck minimum qualifications:

1) GVW rating of not less than 10,001 pounds as rated by the manufacturer. Tow Trucks manufactured before 2007 shall have a GVW rating of no less than 10,000 pounds.
2) Minimum of 60 inches from the rear of the cab to the center of the rear axle.
3) A four-speed manual or automatic transmission.
4) Adequate service brake system for normal and adverse towing conditions.
5) Parking brake system separate from the service brakes, maintained in proper working order.
6) Dual-mounted rear wheels and tires.

d) Boom and winch minimum specifications (bare drum):

1) Boom rating not less than 8,000 pounds.
2) Power winch rated for not less than 8,000 pounds, single line.
3) At least 100 feet of wire or synthetic rope, except that a slide-back and tilt bed carrier may have only 50 feet of wire or synthetic rope, with a minimum diameter of 3/8 inch, rated at a minimum of 12,000 pounds breaking strength.

e) Required accessories:
    1) Dollies or supplementary wheels.
    2) Minimum of 20 feet of chain, complete with attached 5/16 inch diameter hooks of either high-test or alloy quality.
    3) A minimum of 2 snatch blocks.
    4) Towing sling or towing hitch rated to the capacity of the towing vehicle.
f) Car carrier qualifications:
    1) Manufacturer-rated capacity of not less than 10,000 pounds GVW with a minimum of 102 inches to the center of the rear axle from the back of the cab.
    2) One power winch of not less than 8,000 pounds capacity.
    3) At least 50 feet of 3/8 inch cable, rated at a minimum of 12,000 pounds breaking strength.
    4) A 16-foot or longer hydraulically-operated sliding bed.
    5) A minimum of one snatch block.

iv) MEDIUM DUTY TOW TRUCKS
a) The towing company shall own and maintain for service at least one light or medium-duty tow truck or slide-back carrier.
b) Operators of medium-duty tow trucks shall maintain equipment adequate to winch and transport vehicles weighing up to 26,000 pounds. The 26,000-pound maximum limit includes the towed vehicle's weight plus any cargo on board.
c) Tow trucks' minimum qualifications:
    1) Minimum of 72 inches from the rear of the cab to the center of the rear axle.
    2) Four-speed manual or automatic transmission.
    3) Adequate service brake system for normal and adverse towing conditions. Tow trucks with air brakes, air-assisted mechanical or hydraulic, or completely hydraulic brakes must have a transfer system capable of supplying air to the brake system of the tow truck.
    4) A separate parking brake system maintained in good working order.
    5) Dual-mounted wheels and tires, single or tandem rear axle.
d) Boom and winch minimum specifications (bare drum):
    1) Boom rating not less than 20,000 pounds.
    2) Power winch rated not less than 20,000 pounds; dual winches must have a minimum of 150 feet of wire or synthetic rope per winch with a breaking strength of 21,000 pounds and 2 inches in diameter.
e) Required accessories:
    1) Dollies or supplementary wheels.
    2) At least 25 feet of 3/8 inch chain with 3/8 inch hooks attached, may be in 10-foot lengths and of either high-test or alloy quality.
    3) At least 2 snatch blocks.
    4) Towing sling or hitch rated to wrecker capacity.
f) Car carrier qualifications:
    1) Rated capacity of not less than 15,000 pounds with 102 inches minimum from the rear of the cab to the rear axle.
    2) One power winch rated for at least 8,000 pounds.
    3) At least 50 feet of 3/8 inch cable.
    4) An 18-foot or longer hydraulically-operated slide-back and tilt bed.
    5) One snatch block, 8,000 pounds capacity.

v) HEAVY DUTY TOW TRUCKS
a) The towing company shall own and maintain for service at least one heavy-duty tow truck and at least one light or medium-duty tow truck.
b) Operators of a heavy-duty tow truck shall maintain equipment adequate to winch and
c) Transport vehicles and vehicle combinations that weigh 26,001 pounds or more.

d) Tow trucks' minimum qualifications:
    1) Minimum of 102 inches from the rear of the passenger cab to the center of the rear axle or bogie on tandem trucks.
    2) Dual-mounted wheels and tires on single or tandem axles.
    3) Adequate service brake system, compressed air only, capable of controlling the movement of vehicles under normal and adverse towing conditions, and an air transfer system capable of supplying sufficient pressure to the brakes of the towed vehicle.
    4) Separate parking brake system, maintained in proper order.
e) Boom and winch minimum specifications (bare drum):
    1) Minimum boom rating of 50,000 pounds.
    2) Power winch system with total, symmetrical capacity of 50,000 pounds.
    3) Minimum of 200 feet of wire or synthetic rope per winch of at least 9/16 inch diameter and rated at a breaking strength of 27,000 pounds.
f) Required accessories:
    1) At least 20 feet of 3/8 inch chains with hooks attached of either high-test or alloy quality.
    2) At least 75 feet of auxiliary lines properly maintained and outfitted with the necessary transfer fittings.
    3) Heavy-duty truck towing hitch.
    4) At least 4 snatch blocks.

vi) HAZARDOUS MATERIAL RECOVERY AND MOVERS
a) Must meet the minimum requirements of the class of tow truck that is required for the recovery as mentioned in this order.
b) Must comply with LRS 32:1501, et seq.
c) Must have nylon recovery straps.
d) Must have the necessary equipment to perform the services required safely and efficiently.
e) All operators must obtain the minimum certification and training as required by OSHA and NFPA, as well as any required annual recertification. Proof of the operator's certification may be checked by law enforcement officials at the scene of any hazardous materials incident.

11. PROHIBITIONS OF TOW TRUCKS
i) Rotating or strobe beacons shall not be used except while at the scene of a crash, while recovering a vehicle, or while towing a vehicle.
ii) No tow truck shall contain a radar detector of any type as outlined in FMCSA 392.71.
iii) No tow truck owner, agent, employee, or operator shall stop at the scene of a crash, disabled, or unattended vehicle for the purpose of soliciting business, either directly or indirectly, unless the owner or operator of said vehicle has specifically summoned the tow company or its employees or agents to such scene for towing or recovery purposes.
iv) Cruising highways for direct or indirect compensation is prohibited.
v) No operator shall, without the express authorization of the responsible investigating agency, move any vehicle from a public highway or street or from any public property when such vehicle is abandoned, stolen, or damaged as a result of a crash.
vi) EXCEPTION: Notwithstanding the conditions imposed in these rules, operators may, in emergency cases, move a vehicle involved in a crash, if the movement is necessary to extricate a person from the wreckage or to remove an immediate hazard to life and/or property. In no event shall the movement be more than is reasonable and necessary.
vii) Operators shall respond to the scenes of police investigations only when called by the police or by the owner/operator of a disabled vehicle.
viii) If tow truck operators are unable to respond when summoned by special request or upon request by the Troop, they must immediately notify the Troop and shall not summon a

substitute. Repeated instances of a tow company failing to respond may subject the tow company to removal from the Troop rotation list.

ix) If a tow truck arrives at the scene and is unable to provide the necessary services, the tow company must immediately notify the Troop. The tow company shall not summon a substitute unless the other tow truck is from the same company. The tow company may request the assistance of another authorized LSP rotation tow company if needed. This request should be made and approved through the Troop.

x) When called by the Troop, the tow truck company (or representative) shall provide the availability of their services in a relatively timely period, and without screening. Once availability is determined, more details should then be provided to the tow Truck Company (or representative).

xi) If a tow truck company (or representative) refuses any Troop's request for a tow, without reasonable justification, that may constitute grounds for an immediate one-call suspension from the Troop rotation list, for that class/type of wrecker. Numerous documented refusals may constitute grounds for longer suspension periods, including the possibility of permanent removal from the Troop rotation list. The Towing and Recovery Unit should be notified of numerous documented refusals of a tow company for further investigation.

xii) Interference with commissioned officers at the scene or failure to comply with an officer's lawful instructions is prohibited. No tow truck operator or tow company should follow a directive or order that is unsafe or beyond the operational standard or capacity of any equipment being used in cleanup or in removing the roadway hazard and, as such, should not face adverse action by the Department.

xiii) No tow truck operator shall require the vehicle's owner/operator to have their vehicle repaired by the towing company as a condition of the towing agreement.

xiv) No operator shall charge for service not performed or make duplicate charges.

xv) No operator shall charge for services which are not itemized and documented on the invoice.

xvi) No operator shall make repairs or alterations to wrecked or disabled vehicles without prior authorization of the owner, except for that which is necessary in an emergency to permit vehicle towing.

xvii) Operators must notify the appropriate Troop before proceeding to any call from a motorist when the call may involve a crash or an impaired driver.

xviii) Operators shall comply with the provisions outlined in LRS 32:1711, et seq., and LAC 55:1901, et seq., relative to the storage and release of motor vehicles.

xix) No operator shall use any information obtained over a police monitoring device for the purposes of soliciting towing services.

12. PENALTIES FOR TOWING VIOLATIONS

i) The Towing and Recovery Unit shall investigate complaints alleging violation of state law, LSP Policy & Procedure, or Administrative Rule, specifically LAC 55:1901 et seq.

ii) A violation of the aforementioned may result in civil penalties being levied against the tow company as well as removal from the Louisiana State Police rotation list as follows:

a) A "One Call Suspension" - Resulting in the loss of the next rotation call.

b) A suspension from the Troop Rotation Program for a specific period of time.

c) A revocation from the Troop Rotation Program for an indefinite period of time.

iii) All complaints made against authorized operators shall be made either directly to the Troop Commander or to the Towing & Recovery Unit. The Troop Commander shall forward the information to the Towing and Recovery Unit for investigation. A report of the results of the investigation shall be made to the Troop Commander. Appropriate action may be taken by either the Troop Commander or the Towing and Recovery Unit.

iv) Any tow truck owner may submit a written appeal to the Region Major requesting a review of an investigation and/or suspension.

v) Review hearings will be held within 10 business days after a request is made.

13. TOWING-ADMINISTRATIVE HEARING

i) State law requires that the owner of any vehicle towed by a public agency shall have the right to an administrative hearing to determine if the towing of the vehicle was proper. The owner of the vehicle must make a request for a hearing within 10 days of the date the owner was notified, as per LRS 32:1720. The purpose of the hearing is to determine the validity of the tow.

ii) The Troop Commanders or their designee shall make themselves available to any person requesting such a hearing and may request the Towing and Recovery Unit for further assistance. These hearings may be as informal as a review of the circumstances surrounding the tow, and a written response to the outcome of the hearing must be sent to the inquiring party by the Commander or their designee. A record of any communication with the inquiring party, along with the outcome of the hearing, must be documented and maintained for a period of one year.