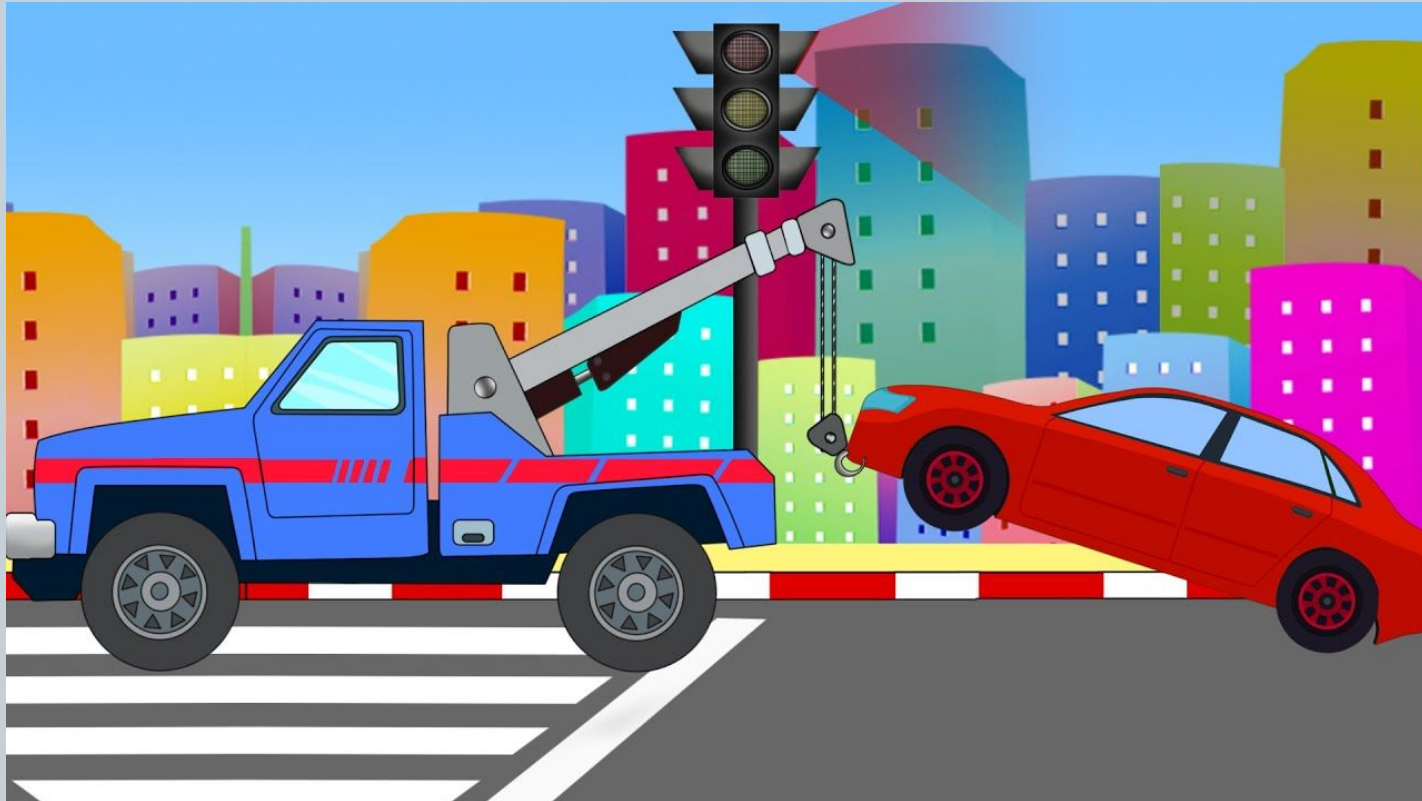


# Towing Company Requirements State of Utah



# Business Owner Requirements



**WHAT YOU NEED TO  
KNOW**

# **What vehicles can be towed** **from your property?**

- ✓ Vehicles without proper parking passes
- ✓ Illegally parked vehicles
- ✓ Unregistered vehicles (if stated in contract)
- ✓ Abandoned vehicles (law enforcement can also be contacted to remove abandoned vehicles)
- ✓ Vehicles causing obstructions/blocking roadways on your property

# Signage Code

## 72-9-603 (2)(b)(i) & (ii)

Business Owners have the right to request tow service to remove any unlawfully parked vehicles from their property, with the following conditions.

- ✓ Must have proper signage
- ✓ Signs must be located at every entrance
- ✓ Signs must show the towing company name and phone number
- ✓ Must have a patrolling contract with the towing company
- ✓ Must be stated in lease, rental, HOA (etc) agreement

# When is signage required?

- ✓ Multi Family Dwelling (8 or more units)
- ✓ Business owners with shared parking lots
- ✓ Mobile home parks
- ✓ Private property
- ✓ Reasonably apparent the location is not open to parking (in front of dumpsters, building entrances, sidewalks, etc)

WWW.939FOODPARK.COM  
939FOODPARK ALL



# WARNING AUTHORIZED PARKING ONLY

**Violators will be booted or  
towed at owner's expense!**  
ENFORCEMENT FINES-BOOT \$75.00  
TOW \$156 + APPLICABLE FEES  
**DOWNTOWN PARKING ENFORCEMENT**  
Slickrock Towing 877-569-6647  
Legacy Towing 801-685-2569

Utah Impound Vehicle Search  
<https://secure.utah.gov/impound/index.html>  
Fines and Fees: Utah Bill of Rights  
<https://files.utah.gov/publicat/code/909/909-019.htm>



# Tow Yard Requirements



**WHAT YOU NEED TO  
KNOW**


# Tow Yard Requirement Code 72-9-603 (10)

Any towing company conducting private property impounds must:

- ✓ Be open 24 hours a day 7 days a week to release the vehicle
- ✓ Must contact local law enforcement to inform them of towed vehicle
- ✓ Must enter vehicle in the Impound vehicle search (IVS) system







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 UTAH DEPARTMENT OF PUBLIC SAFETY  
**IMPOUND VEHICLE SERVICE**

 **RELATED LINKS & RESOURCES**

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**Search** [Tow company access](#)

Please select **ONE** of these options and click Continue:

VIN:

License Plate & State:  Utah ▾

State Impound Form #:

[I don't know my VIN or Plate Number](#)

---

**Instructions**

- [Instructions for Owners](#)

**Agency Info**

- [DMV Impound Website](#)
- [Impound Fees Website](#)
- [Impound Notifications](#)

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# Tow Yard Requirement Code 41-6a-1406 (5)(a)

Following any private property impounds, a towing company must:

- ✓ If the vehicle is not retrieved within 48 hours, the towing company must send a certified notice to the owner and lien holder (if applicable)
- ✓ If the vehicle is not retrieved within 30 days, the towing company can apply for title through the insufficient evidence of ownership process with the DMV
- ✓ Towing company must supply a Bill of Rights to each customer upon retrieval of the vehicle

# Bill of Rights



## Utah Consumer Bill of Rights Regarding Towing

Updated 6/07/2019

- The consumer has the right to know they are being charged an appropriate fee. Towing fees are established by the Utah Department of Transportation under Utah Code Annotated §72-9-603 and Utah Administrative Code R909-19.  
<http://www.udot.utah.gov/main/f?p=100:pg:::::1:T,V:396>

### Rates for vehicles rated 10,000 lbs. or less

#### Non-Consent Police Generated Tow

Tow Fee – Up to \$162 per hour  
Storage Fee (outside) - Up to \$40 per day  
Administrative Fee – Up to \$34  
Fuel Surcharge (if applicable) – See R909-19-11

#### Non-Consent Non Police Generated Tow (PPI)

Tow Fee – Up to \$162  
Drop Fee – Up to \$81  
Storage Fee (outside) - Up to \$40 per day  
Administrative Fee – Up to \$34  
Fuel Surcharge (if applicable) – See R909-19-11

- All non-consent tows must be reported to the Utah Motor Vehicle Division via the Impound Vehicle System before payment can be collected as per Utah Code Annotated § 41-6a-1406 and §72-9-603. The consumer can verify it has been reported at [www.tow.utah.gov](http://www.tow.utah.gov). The consumer has a right to ask for documentation that the vehicle has been entered into the Impound Vehicle System showing the date and time storage began.
- The tow truck motor carrier, driver(s) and vehicle(s) must comply with Federal Motor Carrier Safety Regulations.  
<http://udot.utah.gov>. Click on the Motor Carrier Division link.
- The consumer has the right to file a complaint alleging: overcharges, inadequate certifications for the driver, truck, company and violations of Federal Motor Carrier Safety Regulations, Utah Code Annotated or Utah Administrative Code. A complaint may be filed with the Utah Department of Transportation, at [www.udot.utah.gov](http://www.udot.utah.gov) by clicking on the Motor Carrier Division link, then clicking on tow trucks link.

# Bill of Rights



## Utah Consumer Bill of Rights Regarding Towing

*Updated 6/07/2019*

- The consumer has the right to know they are being charged an appropriate fee. Towing fees are established by the Utah Department of Transportation under Utah Code Annotated §72-9-603 and Utah Administrative Code R909-19. <http://www.udot.utah.gov/main/f?p=100:pg:::::1:T,V:396>

### Rates for vehicles rated for 10,001 lbs. up to 26,000 lb

#### Non-Consent Police Generated Tow

Tow Fee – Up to \$269 per hour  
Storage Fee (outside) - Up to \$60 per day  
Administrative Fee – Up to \$34  
Fuel Surcharge (if applicable) – See R909-19-11

#### Non-Consent Non Police Generated Tow (PPI)

Tow Fee – Up to \$269  
Storage Fee (outside) - Up to \$60 per day  
Administrative Fee – Up to \$34  
Fuel Surcharge (if applicable) – See R909-19-11

- All non-consent tows must be reported to the Utah Motor Vehicle Division via the Impound Vehicle System before payment can be collected as per Utah Code Annotated § 41-6a-1406 and §72-9-603. The consumer can verify it has been reported at [www.tow.utah.gov](http://www.tow.utah.gov). The consumer has a right to ask for documentation that the vehicle has been entered into the Impound Vehicle System showing the date and time storage began.
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- The consumer has the right to file a complaint alleging: overcharges, inadequate certifications for the driver, truck, company and violations of Federal Motor Carrier Safety Regulations, Utah Code Annotated or Utah Administrative Code. A complaint may be filed with the Utah Department of Transportation, at [www.udot.utah.gov](http://www.udot.utah.gov) by clicking on the Motor Carrier Division link, then clicking on tow trucks link.

# Bill of Rights



## Utah Consumer Bill of Rights Regarding Towing

Updated 6/7/2019

- The consumer has the right to know they are being charged an appropriate fee. Towing fees are established by the Utah Department of Transportation under Utah Code Annotated §72-9-603 and Utah Administrative Code R909-19. <http://www.udot.utah.gov/main/f?p=100:pg:::::1:T,V:396>

### Rates for vehicles rated 26,001 lbs. or more

#### Non-Consent Police Generated Tow

Tow Fee – Up to \$334 per hour  
Storage Fee (outside) - Up to \$60 per day  
Administrative Fee – Up to \$34  
Fuel Surcharge (if applicable) – See R909-19-11  
Recovery Operations – Vehicle owner must agree to additional "Recovery" fee prior to initiating additional charges.

#### Non-Consent Non Police Generated Tow (PPI)

Tow Fee – Up to \$334  
Storage Fee (outside) - up to \$60 per day  
Administrative Fee – Up to \$34  
Fuel Surcharge (if applicable) – See R909-19-11

- All non-consent tows must be reported to the Utah Motor Vehicle Division via the Impound Vehicle System before payment can be collected as per Utah Code Annotated § 41-6a-1406 and §72-9-603. The consumer can verify it has been reported at [www.tow.utah.gov](http://www.tow.utah.gov). The consumer has a right to ask for documentation that the vehicle has been entered into the Impound Vehicle System showing the date and time storage began.
- The tow truck motor carrier, driver(s) and vehicle(s) must comply with Federal Motor Carrier Safety Regulations. <http://udot.utah.gov>. Click on the Motor Carrier Division link.
- The consumer has the right to file a complaint alleging: overcharges, inadequate certifications for the driver, truck, company and violations of Federal Motor Carrier Safety Regulations, Utah Code Annotated or Utah Administrative Code. A complaint may be filed with the Utah Department of Transportation, at [www.udot.utah.gov](http://www.udot.utah.gov) by clicking on the Motor Carrier Division link, then clicking on tow truck link.

# Non-Consent Towing

If the tow truck apparatus is mechanically connected to a vehicle, the towing company is then considered to be in possession of the vehicle.

If an owner is attempting to retrieve vehicle after the tow company has possession but has not left the property, the maximum fee shall not exceed 50% of the posted rate (commonly known as the “drop fee”)

If the owner is attempting to retrieve vehicle before “hooked” then no fees shall be charged.

# Utah Department of Transportation (UDOT) requirements for tow companies



**WHAT YOU NEED TO  
KNOW**

# Requirements for certification

- 1. **INSURANCE** - Copy of the MCS-90 and Accord Insurance certificates (1,000,000 liability required)
- 2. **TOW OPERATORS** - List of all tow truck operators employed anytime during the previous 6 months. Document each operator's name, hire & termination date, driver license number, and provide image or copy each driver's tow truck driver certification and DOT medical certificate.
- 3. **TOW VEHICLES** - List of all tow vehicles operated. Document your vehicle list by VIN, license plate, and unit#. Proof of valid registration must be provided for each vehicle. Once company certification has been issued, we can then inspect your tow truck(s) and issue a valid UDOT decal.
- 4. **OFFICE** - Photo image of posted fees displayed, certifications displayed (Company and Driver, issued by UDOT) for customers to see when vehicle is retrieved. Also provide a copy of your company's "bill of rights" form with a statement indicating how and when it's provided.
- 5. **TOWING INVOICES** – Provide 3 non-consent tow invoices for each tow truck operator from the previous 30 days. (Note: Non-consent tow includes law enforcement dispatched accidents)
- 6. **CERTIFIED LETTER NOTIFICATION (Required for Private Property Impounds only)** – Provide proof of two recent certified notification letters sent to an owner and/or lienholder.
- 7. **BACKGROUND CHECK** – Per HB393 using BCI's ABC (Applicant Background Check) program, Provide evidence each operator has submit to a fingerprint-based criminal background check required by 72-9-602(2)(a)(i) using BCI's ABC (Applicant Background Check) program. Compliance is verified by PDF report(s), obtained from the account, being submitted for each tow truck operator. Ensure encrypted methods are used if PDF report is provided by Email or Fax.
- ***Note:*** *To access ABC application form, go to BCI's web site: (<https://bci.utah.gov>), click box: Forms & Applications, click box: Employment/Volunteer Background Check Forms, click link: Application to Become a Qualified Entity for Background Checks on Employees or Volunteers. Contact BCI at 801-965-4445, prompt 6, with questions regarding account setup, management, and rules.*
- If you need assistance from BCI, you can call 801-965-4445 option 6
- 8. **MCS-150** – Ensure MCS-150 is updated. (Update online at: <https://www.fmcsa.dot.gov/registration>)
- 9. **UDOT FORMS**- Company form with updated information . Also, operator information acknowledging the drivers working for the company.



# UDOT Requirement Code

## 72-9-601 to 72-9-607

### Defined R909-19-8

- ✓ Current UDOT certification for company
- ✓ Each tow truck operator requires an individual UDOT certification
- ✓ Tow trucks require UDOT Certification to ensure the vehicle are equipped with required items for roadside safety. UDOT decal should be displayed in back window to show compliance
- ✓ Each Certification is valid for 2 years

# Example of Company Certification



*Utah Department of Transportation Motor Carrier Division  
Tow Truck Motor Carrier Certification*

*This certifies that*

**COMPANY NAME**

*USDOT: 1234567*

has complied with UCA 72-9-601 and R-909-19 tow truck motor carrier regulations.  
This Certificate must be renewed by: 8/31/2021]



**Motor Carrier  
Division**

Motor Carrier Division  
4501 S. 2700 W.  
Salt Lake City, UT 84114

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Courtney Minchey  
Tow Company Investigator  
UDOT Motor Carrier Division

# Example of operator certification



*Utah Department of Transportation Motor Carrier Division  
Tow Truck Operator Certification*

*This certifies that*

*Operator Name*

Of COMPANY NAME (UDOT 1234567) has complied with UCA 72-9-601 and R-909-8 tow truck motor carrier regulations. This Certificate must be renewed by: 8/31/2021

Motor Carrier Division  
4501 S. 2700 W.  
Salt Lake City, UT 84114



Courtney Minchey  
Tow Company Investigator  
UDOT Motor Carrier Division

# Required Safety Equipment

- Amber rotating lights
- Headlights
- Tail lights
- Portable turn signal lights
- Emergency flashers
- Brake lights
- Cones or triangles (3)
- Broom / scoop shovel
- Debris container (5 gal)
- Oil absorbent (5 gal)
- Securement (gas cans, etc.)
- Turn signals
- Wipers
- Fire extinguisher (minimum 10BC)
- Door and steering wheel ties (1)
- Safety chains (minimum grade 7)
- Safety vest
- Chock blocks (2) or stiff legs
- Annual inspection
- Tie down chains or straps (4)

Tow Truck Admin Rule R90919-19 - Safety Regulations for Tow Truck Operations. Tow Truck Requirements for Equipment, Operation and Certification.

[rules.utah.gov/publicat/code/r909/r909-019.htm](http://rules.utah.gov/publicat/code/r909/r909-019.htm)

# Information required on tow receipt (bill)



- Charges for services provided; including tow fee, administration fee, fuel surcharge, and the total storage fees charged
- Company name, address, phone number
- Name of the tow truck operator (driver)
- Unit number of the tow truck
- Towed vehicle make, model, VIN, license plate
- Start and end time of the tow
- Date of retrieval from the tow yard

What personal property does the towing company have to release to vehicle owners?



- **LIFE ESSENTIAL PROPERTY ONLY**

- Defined in code R909-19-3

"Life-essential personal property" includes those items essential to sustain life or health including: prescription medication, medical equipment, essential clothing (e.g. shoes, coat), food and water, child safety seats, and government issued photo-identification.

What can I do on the UDOT  
website regarding towing?



**WHAT YOU NEED TO  
KNOW**

# www.udot.utah.gov



- Utah Administrative rules for towing companies
- Utah code for tow trucks
- Keep updated on any towing fee changes
- Verify which tow companies are in state compliance
- File a complaint against a towing company
- Link to the impound vehicle search ([secure.utah.gov](https://secure.utah.gov))





- ▶ [Vision, Mission, Strategic Goals and Accountability](#)
- [New Hire Welcome and Safety Training](#)
- ▶ [Alphabetic List of Divisions](#)
- [Director and Deputy Directors](#)
- ▶ [Communications](#)
- [Internal Audit](#)
- ▶ [Comptrollers](#)
- ▼ [Operations](#)
  - [Aeronautics](#)
  - [Maintenance Planning](#)
  - [Equipment Management](#)
  - [Motor Carrier Division](#)
  - [Traffic Management \(TOC\)](#)
  - [Traffic and Safety](#)
- ▶ [Project Development](#)
- ▶ [Regional Offices](#)
- ▶ [Technology & Innovation](#)
- ▶ [Program Development](#)
- ▶ [UDOT University](#)
- ▶ [Human Resources](#)
- ▶ [Events and Conferences](#)
- [Training Calendar](#)
- ▶ [Policies and Procedures](#)

## Tow Trucks

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### Helpful Links

- [Tow Truck Inspection](#)
- [Tow Truck Certification](#)
- [Utah Administrative Rules for Tow Trucks](#)
- [Utah Code for Tow Trucks](#)
- [Certified Tow Companies](#)
- [Utah Consumer Bill of Rights Regarding Towing](#)
- [Towing Fee Schedule](#)
- [Tow Truck Complaints](#)
- [Impound Vehicle Search \(IVS\) System](#)

# Valid Towing Companies Examples



## Summit County

| A             | B      | C                         | D         | E                  | F | G |
|---------------|--------|---------------------------|-----------|--------------------|---|---|
| Summit County | USDOT  | Company name              | City      | Carrier Cert. Exp. |   |   |
|               | 899768 | Park City Towing          | Park City | 10/11/2019         |   |   |
|               | 813045 | TR's Auto Repair & Towing | Kamas     | 6/6/2020           |   |   |
|               | 827413 | Moore's Chevron           | Coalville | 6/30/2020          |   |   |

## Cache County

| A            | B       | C                                     | D           | E                  |
|--------------|---------|---------------------------------------|-------------|--------------------|
| Cache County | USDOT   | Company name                          | City        | Carrier Cert. Exp. |
|              | 704367  | AutoCare Collision Repair Inc         | Logan       | 1/17/2021          |
|              | 1965562 | C & S Auto Sales                      | Hyrum       | 3/31/2020          |
|              | 2301063 | Cars for Less / Express Towing        | Logan       | 6/4/20             |
|              | 2014756 | D D Heavy Towing & Recovery           | Logan       | 3/31/2019          |
|              | 1003231 | Don's Auto Body and Glass Inc DBA     |             |                    |
|              | 718868  | Don's Professional Collision Repair   | Millville   | 3/31/2020          |
|              | 2301063 | Elden Dattage Towing                  | Logan       | 10/31/19           |
|              | 2130405 | Express Auto & Towing                 | North Logan | 06/04/2020         |
|              | 786289  | EZ Tow / Maaco Towing of Cache Valley | Logan       | 1/30/2019          |
|              | 786131  | J C Auto Inc                          | Logan       | 2/28/2021          |
|              | 748449  | Mark's Auto Body                      | North Logan | 8/31/19            |
|              | 753448  | Millers Auto Body                     | Logan       | 10/15/2020         |
|              | 2942034 | Preston Watts Collision & Glass Inc   | Smithfield  | 3/19/2020          |
|              | 824305  | Tic Tac Towing LLC                    | Smithfield  | 8/31/2019          |
|              | 2470869 | Tom's Service                         | Wellsville  | 3/22/2020          |
|              |         | Wolford Collision                     | Logan       | 8/31/2019          |



# Towing Complaint Form

## Complainant Information

First Name \*

Last Name \*

Phone \*

Email

Reason For Complaint \*

Additional Complaint Details \*

## Towed Vehicle Information

VIN

Year \*

Make \*

Model \*

License Plate \*

License Plate State \*

Reg Owner First Name \*

Reg Owner Last Name \*

Insurance Company

Tow Date \*

Towed From Street Address \*

Towed From City \*

### Towing Company Information

Tow Company \*

USDOT

Street Address

City

State

Phone

Submit

Clear

# Additional FYI



# Difference between Non Consent and State Impounds



## Non Consent Tows

- Vehicle owner is generally unaware of the tow at the time.
- Requested by property owner.
- Can also be requested by law enforcement (accidents and police holds for investigation).

## State Impound Tows

- State Impounds are law enforcement generated.
- DUI / BUI
- Uninsured
- Expired Registration
- Unregistered
- Stolen
- Abandoned

# Why are tow drivers so mean?



- Common misconception from public
- Often called “predatory” companies (they are hired by business owners to patrol properties)
- Nature of their business is dealing with angry people
- Most are ‘gruff’ to begin with to avoid conflict
- Highly overlooked hazardous job in America
- They are not all bad guys, just doing their job

# Tow Truck Driver Death Statistics



## YES THIS IS A HAZARDOUS JOB

TOW TRUCK DRIVER DEATH STATISTICS  
ANALYZING DATA FROM THE BUREAU OF  
LABOR **STATISTICS**, NIOSH RESEARCHERS FOUND THAT 191  
MOTOR VEHICLE **TOWING** WORKERS  
WERE **KILLED** BETWEEN 2011 AND 2016, RESULTING IN AN  
ANNUAL **RATE** OF 42.9 DEATHS PER 100,000 FULL-TIME  
EQUIVALENT WORKERS. FOR ALL OTHER INDUSTRIES,  
THAT **RATE** WAS 2.9 PER 100,000 FTES. FEB 27, 2019



# QUESTIONS ?

