

CODE OF BALTIMORE COUNTY REGULATIONS

TITLE 02. DEPARTMENT OF PERMITS, APPROVALS AND INSPECTIONS

SUBTITLE 02. PERMITS AND LICENSES

CHAPTER 02. POLICE-INITIATED TOWING

Authority: § 21-16-123, Baltimore County Code, 2003

.01 Scope.

This Chapter applies to all persons applying for and maintaining a Baltimore County Police-Initiated Towing License.

.02 Definitions.

A. In this Chapter, the following words have the meanings stated in § 21-16-101 of the Baltimore County Code, 2003:

- (1) Contractor.
- (2) Disabled vehicle.
- (3) License.
- (4) Owner.
- (5) Police-initiated towing.
- (6) Police-initiated towing license.
- (7) Towing.

B. In this Chapter, the following words have the meanings indicated.

(1) “Basic Police-Initiated Tow” means the hooking of a light duty motor vehicle to, or loading a motor vehicle onto, a tow truck; transporting that vehicle to a storage facility; unhooking or unloading a motor vehicle from the tow truck; and situating the motor vehicle in the space in which it will be stored.

(2) “Department” means the Department of Permits, Approvals and Inspections.

(3) “Extraordinary Circumstances/Recoveries” means conditions not normal and customary for Winching or a Basic Police Initiated Tow. This may include, but is not limited to, the use of specialized equipment, labor, and processes not usually used in a Basic Police Initiated Tow. A recovery will not be considered an Extraordinary Circumstance if it merely involves activities detailed on the rate schedule list of this Chapter.

(4) "Facility" means the location listed by address on the police-initiated towing license issued by the Department.

(5) "Heavy duty towing" means towing any vehicle over 20,000 lbs. GVWR.

(6) "Light duty towing" means towing any vehicle up to 10,000 lbs. GVWR.

(7) "Medium duty towing" means towing any vehicle between 10,001 lbs. and 20,000 lbs.

(8) "Operator" means the driver of a tow truck.

(9) "Towing Administrator" means the Towing Administrator of the Police Department.

(10) "Winching" means the use of a cable to move a light duty vehicle into position to be loaded onto a light duty rollback/flatbed or to be secured to a tow truck where movement of the tow truck itself will not achieve proper alignment for loading. Winching is not the actual loading of a vehicle on to a flatbed or aligning the vehicle with the bed of the truck. Winching can include, but is not limited to, pulling a vehicle from a curb, from off-road positions, or away from a guardrail without use of any other specialized equipment or services.

.03 Applications.

A. A person shall apply for a police-initiated towing license on forms provided by the Department.

B. The Department may issue licenses authorizing a tower to perform light duty towing, medium duty, or heavy-duty towing.

C. At time of application, an applicant for a license shall receive a copy of this Chapter.

D. Forms.

(1) A new application and any renewal shall be complete and accurate.

(2) In addition to the application form, an applicant for a license shall submit the following:

(a) a copy of the Articles of Incorporation or other tax entity filing from the Maryland Department of Assessments and Taxation;

(b) a separate list of all company owners, officers, managers and employees;

(c) signed waivers of liability for each person noted in paragraph (b) of this subsection for a background check on waiver forms provided by the Department;

(d) photocopies of the registration of all tow trucks;

(e) photocopies of the licenses and medical cards of all operators;

- (f) certificate of required insurance; and
- (g) training certification for all operators.

E. False information.

(1) The Department shall immediately reject any application containing false information.

(2) An applicant filing false information may not reapply for a license for a period of five years.

(3) The Department shall immediately suspend any license issued or renewed that is later found to have false information.

F. Term.

(1) Licenses are in effect from January 1 to December 31 of each year.

(2) Licenses issued during the year will expire December 31 of that year.

G. Renewal.

(1) If a license holder does not file a renewal with the Department by December 30:

(a) the application shall be deemed late;

(b) the license holder shall apply for a license as an application for a new license; and

(c) the license holder may not provide police-initiated towing services until the license is issued.

(2) The applicant shall pay the required fees.

(3) Any renewal not rejected by the Department by March 1st of the year of application shall be considered renewed.

H. Insurance.

A license holder shall obtain and maintain, from an insurer licensed to do business in the state, the general liability insurance coverage required under § 21-16-105 of the Baltimore County Code, 2003.

.04 Towing Facilities.

A. Towing company storage facilities shall comply with the zoning regulations and the fencing requirements of the county in which the tower is located.

B. Hours of operation and release of vehicle.

(1)(a) All facilities shall post their hours of operation.

(b) A person shall be present at the location during the hours of operation.

(2)(a) Except as provided in subsections (3) and (4) of this section, a police-initiated towing licensee shall release a vehicle to the owner during the regular business day.

(b) For purposes of this section and subject to subsection (3) of this section, the “regular business day” means being open Monday through Friday for a minimum of eight consecutive hours each day counting from no earlier than 8:00 a.m or no later than 11:00 a.m.

(3) A police-initiated towing licensee may release a vehicle to the owner at other times.

(4)(a) Except as provided in paragraph (b) of this subsection, a police-initiated towing licensee shall release a vehicle between 9:00 a.m. and 12:00 noon on Saturdays, Sundays, and subject to paragraph (c) of this subsection, holidays.

(b) A police-initiated towing licensee may decide to remain closed on Sundays and holidays and not return vehicles but may not charge storage fees for those days if closed.

(c) For purposes of this subsection, a holiday is a day of the work week (Monday through Friday) on which Baltimore County general government offices are closed in honor of a holiday as established each year by the County Administrative Officer.

C. All towing company facilities shall have a fax machine, computer with broadband Internet access, printer, and cellular phone capable of receiving text messages.

D. Storage.

(1) The applicant or licensee shall provide secure fenced-in storage facilities either on the premises shown on the license or within sight of the premises shown on the license, including capacity for 30 or more vehicles.

(2) Fencing shall be kept free of holes in or under the fence.

E. A police-initiated towing applicant requesting to perform heavy duty towing shall have additional space for a tractor and 53-foot trailer combination.

F. Signs.

(1) A towing facility shall have a sign that is visible at all times from the roadway where the towing facility is located.

(2) The sign shall comply with applicable provisions of the Baltimore County Zoning Regulations.

.05 Equipment.

A. Light duty towing.

Except for tow companies licensed to perform accident towing before September 4, 2007, each light duty police-initiated towing applicant shall have at least four tow trucks. At least one of the tow trucks shall be a rollback truck. At least one wrecker with a boom for recovery is required. The remaining tow trucks may be either.

B. Medium duty towing.

Each towing applicant who wishes to perform medium duty towing shall have at least one truck capable of performing medium duty towing.

C. Heavy duty towing.

(1) For heavy duty towing, each applicant shall have at least two trucks. One tow truck shall have a boom rating of 25 tons or more and one tow truck shall have a boom rating of 35 tons or more.

(2)(a) Each heavy duty applicant shall have access to a flat trailer capable of hauling a 53-foot trailer.

(b) Loaders.

(i) Each heavy-duty tow company shall have access to a suitable loader to remove and relocate cargo without causing unnecessary damage.

(ii) A question as to the suitability of a loader shall be submitted to and determined by the Towing Administrator.

(c) Heavy duty towing companies licensed before September 4, 2007 shall have access to the flat trailer and loader by December 31, 2009.

(3) To demonstrate access if the licensee does not own the flat trailer or loader, the licensee shall provide the Department a copy of a contract or lease agreement with the owner of the flat trailer or loader that shall include, at a minimum, identification of the flat trailer or loader in order that it may be inspected by the Towing Administrator and that the licensee shall have ready access to the flat trailer or loader at all times so that the licensee can make use of the flat trailer or loader within the time authorized under Regulation .08.D of this Chapter.

(4) This section does not limit the responding heavy duty tow company from requesting assistance from another licensed heavy duty tow company if the need exists for such assistance.

D. Requirements for tow trucks.

(1) All tow trucks must be kept in good mechanical condition.

(2) Tow trucks must be able to pass a Commercial Vehicle Safety Alliance Level I inspection at any time.

E. Tow trucks shall be brought to an annual inspection when announced by the Towing Administrator. There shall be no exceptions to this requirement. Dates and times shall be faxed to the towing facility. This inspection shall be held in each year in a month determined by the Towing Administrator. Any licensed police-initiated towing company not receiving notification by September 15 shall contact the Towing Administrator to ascertain the dates of inspection.

F. Tow trucks shall display only the name of the company as it is shown on the towing license. The name shall be displayed on both doors of the cab of the truck.

G. Tow trucks for light duty towing shall be equipped with a broom, shovel and a 5 gallon bucket for debris. There shall also be sufficient chains, straps and proper hooks and ratchets to secure vehicle rollback beds and wheel lifts.

H. Heavy duty towing vehicles shall be equipped with sufficient chains and straps to secure all towed vehicles and their load. Heavy duty tow trucks shall also have tools, additional air hoses, wheel chocks, broom, shovel, and a hydraulic jack.

I. Towing vehicles shall be registered as tow trucks with the state Motor Vehicle Administration.

J. When a new or used tow truck, flat trailer or loader is added, the towing company shall notify the Towing Administrator before using the tow truck, flat trailer or loader for police-initiated towing.

K. Within five days after selling, trading, or removing a tow truck listed on the towing license, the towing company shall notify the Towing Administrator.

L. Tow trucks shall have legible markings including company name, telephone number and DOT number. Markings shall be visible and legible from a distance of 50 feet.

M. Tow trucks shall be kept in a neat and orderly condition free of excessive dirt, rust holes, trash and objects obstructing towing apparatus or the operator's control or egress.

N. A tow truck may not be a vehicle constructed predominantly from homemade parts.

.06 Operators.

A. Except for tow companies licensed to perform accident towing before September 4, 2007, each new applicant for light duty towing shall have at least four **FULL TIME** operators. "Full time" means the operator works a minimum of 40 hours per week for that company.

B. An operator shall have United States Department of Transportation medical cards and shall be properly licensed for the weight of the combination of tow trucks the operator operates.

C. Heavy duty towing operators.

(1) Heavy duty towing operators shall have a Class A CDL.

(2)(a) There shall be at least 2 full-time heavy-duty operators.

(b) A towing company licensed before September 4, 2007 shall comply with this requirement by December 31, 2009.

D. Operator training.

(1) New towing applicants shall have a Level I certification from an accredited course for each operator performing light duty towing.

(2) Heavy duty towing companies shall have a certification for recovery of heavy trucks from an accredited school for each operator.

(3)(a) A towing company licensed before September 4, 2007 may use years of experience for existing operators.

(b) New operators hired after December 31, 2009 shall complete the required training.

(4) The towing company shall ensure that each operator using a flat trailer or loader has, in the judgment of the towing company, the necessary skill and experience to operate such equipment in a responsible and professional manner.

E. Standards for operators.

(1) New hires shall submit to the Towing Administrator a waiver for criminal background check and, for operators, a photocopy of the operator's license and a medical card.

(2) Not more than 6 months after the date of hire, the new hire shall:

(a) complete the required training and supply certification to the Towing Administrator; and

(b) comply with all requirements including criminal history.

F. Criminal Background – Owners.

An owner, officer, or partner of a licensed towing company may not have a conviction for any of the following offenses:

(1) any felony or sex offense;

(2) insurance fraud;

(3) theft of a vehicle or theft from a vehicle;

(4) impersonating a Police Officer; or

(5) assaulting a Police Officer.

G. Criminal Background – Operators.

(1) This section applies to:

(a) all operators; and

(b) any other employee who might accompany an operator while responding to a request for tow in the event the operator will allow a person involved in the incident to ride in the tow truck after the incident.

(2) The employees described in subsection (1) of this section may not:

(a) within the last ten years have been convicted of any of the offenses listed under §F of this Regulation; or

(b) be on a current registered sex offender roster in any state.

H. A licensed police-initiated towing company shall notify the Towing Administrator of any newly hired operator or the removal of an existing operator not more than 5 days after the hire or removal of the operator.

.07 Towing fees.

A. In general

(1) The Department shall establish and distribute a list of maximum allowable fees for basic police-initiated towing, and winching services of light duty vehicles (See Regulation .12). Fees for towing and winching medium and heavy-duty vehicles are not established by the County. Fees for using medium and heavy

duty equipment for other vehicles shall be charged at industry rates. A towing company may not charge more than the fees established by the Department for basic police-initiated tows, winching and storage but may charge less. Fees for basic police-initiated tows not enumerated by the Department are covered in the towing fee. A towing company may charge additional amounts for light duty towing that are considered extraordinary circumstances that are not listed on the fee schedule.

(2) Extraordinary circumstances/recoveries.

(A) The towing company shall maintain documentation to support any Light duty towing that incurs a fee for Extraordinary Circumstances/Recoveries. The Contractor shall review the documentation and make a determination if the circumstances represent an Extraordinary Circumstance/Recovery. The Contractor MAY not approve nor establish rates for Extraordinary Circumstances/Recoveries.

(B) The towing company IS NOT required to wait for the determination of the Contractor to proceed with releasing a Light duty tow that includes a fee for Extraordinary Circumstances/Recoveries to the vehicle owner or the agent representing the vehicle owner.

(C) In the event the Contractor does not approve the Extraordinary Circumstance/Recovery, then the towing company shall have only the following options: initiate the dispute resolution process and dispute the Contractor's decision as provided in the contract between the Contractor and the towing company; if vehicle has not been released, accept the Contractor's decision and not charge more than the fees established by the department for Basic Police Initiated Tows, Winching and storage); or if the vehicle has been released and the fees for the Extraordinary Circumstances have been paid, accept the Contractor's decision and refund the amount of the fees related to the Extraordinary Circumstances to the customer.

(D) The towing company shall provide a disclosure statement to the customer of the fees for the Extraordinary Circumstances and the process to protest the fees (See Regulation .13). The notice shall be signed by the vehicle owner or an agent representing the vehicle owner at the time the vehicle is released.

B. At least annually, the Director of the Department or his designee shall hold a hearing to consider testimony on whether changes should be made to the maximum allowable fees for towing services. The hearing shall be held no later than December 15th of each calendar year. Within 30 days of the hearing, the Director or his designee shall issue a finding on whether any changes should be made and adopt a new fee schedule implementing those changes, if any. Notice of the

hearing shall be posted at the Department's website and shall be mailed to each police-initiated towing license holder at least 15 days before the hearing.

C. The maximum fee schedule shall be posted in an area visible to vehicle owners in the towing company's office.

D. Itemized bill - Invoice.

(1) Each vehicle owner shall receive an itemized bill listing all fees.

(2) The towing company shall generate the bill from the computer program established by the contractor.

E. Any work or items done for the vehicle owner at the vehicle owner's request, including secondary towing, opening during off-hours or repair shall be rendered on a separate receipt.

F. The towing company shall maintain all receipts for police-initiated towing separate from other towing receipts.

G. All bills shall have a paper copy.

H. A towing company shall maintain all bills for police-initiated towing for the previous 24 months filed by date of the tow. All bills for police-initiated towing maintained by licensed towing companies shall be kept at the office location and accessible on demand to the Towing Administrator or the Towing Administrator's designee during regular business hours.

I. Any required justifications, receipts for administrative work, etc. shall be attached to the paper copy of the receipt.

J. Bills shall state the date the vehicle was picked up and the date it was released or scrapped.

K. Bills shall also contain a police report number, locations of collision or impound, the vehicle owner's name, address and phone number, and the insurance company to which the vehicle was released if it was released to an insurance company.

L. In addition to cash, a towing company shall accept payment from at least two major credit card companies, including Visa, MasterCard, or American Express.

.08 Dispatch/Response/Complaints.

A. A licensed police-initiated towing company shall have only one telephone number for the contractor to call for service. This telephone number may be forwarded to any telephone the tow company designates.

B. Upon notification of request for towing, the licensed police-initiated towing company shall ascertain the number of vehicles being towed. If a licensed police-initiated towing company does not have sufficient tow trucks, the towing company shall notify the contractor at that time. A towing company may not tow vehicles to the side of the road or any other location and return for them. Responding with insufficient equipment after being dispatched shall be deemed a violation.

C. A licensed police-initiated towing company for light duty towing or medium duty towing shall respond to the scene of a vehicle not more than 20 minutes after receiving the request for a tow. An extra 5 minutes may be allowed if there are traffic or weather issues.

D. A licensed police-initiated towing company for heavy duty towing shall respond to the scene of a vehicle not more than 40 minutes after receiving the request for heavy duty towing. An extra 10 minutes may be allowed if there are traffic or weather issues. If, after an assessment of the equipment required for response, the towing company determines that it is required to retrieve any equipment not owned by the heavy duty towing company as authorized under Regulation .05 of this Chapter, the towing company shall respond to the scene of a vehicle not more than one hour after making the determination that the equipment must be retrieved.

E. The time of day, holidays, or delays caused by telephone problems may not be considered in the additional 5 minutes authorized under §§C and D of this Regulation.

F. A towing company that uses an answering service is responsible for any delays. If no response is received, the contractor shall contact the next towing company. A towing company may not contact the contractor to inquire if the towing company was just called. All cancellations are final.

G. Late responses start after the time limit expires and the towing company has not responded. If a dispatched call to towing company is cancelled, the towing company may not respond to the scene no matter how close the operator is. The next towing company shall be summoned. Instances where the towing company immediately upon dispatch informs the contractor that it is unable to respond because all tow trucks are currently responding to calls for tows shall not be considered infractions under 02.02.01.09.(B) of these regulations.

H. An operator for a licensed police-initiated towing company may not stop at the scene of a disabled vehicle and ask a police officer or a vehicle owner if they require towing services. If needed, the towing company assigned to the location will be summoned in accordance with this Chapter.

I. At the scene of a police-initiated tow, the tow truck operators are under the direction of the ranking officer at the scene.

J. Tow truck operators shall ascertain all required information and police report number from the police officer at the scene. This information shall be placed in the towing receipt.

K. Clean-up.

(1) Unless otherwise prohibited by law, tow truck operators shall clean all debris, including glass, auto parts, absorbent, etc. from the scene of a collision.

(2) The police officer at the scene will not leave the scene until the police officer informs the operator that the scene is satisfactorily cleaned.

.09 Infractions/Penalties.

A. Infractions shall be divided into three categories:

- (1) Minor;
- (2) Serious; and
- (3) Revocation.

B. Minor infractions.

- (1) Non- or late responses at rate greater than 5% of dispatches.
- (2) Defects involving critical vehicle inspection items, including:
 - (a) Brake system;
 - (b) Coupling devices;
 - (c) Exhaust systems;
 - (d) Frames;
 - (e) Fuel systems;
 - (f) Lighting devices (Headlamps, Tail lamps, Stop lamps, Turn signal and lamps/flags on projecting loads);
 - (g) Securement of cargo;
 - (h) Steering mechanisms;
 - (i) Suspensions;
 - (j) Tires;
 - (k) Van and Open-top trailer bodies;
 - (l) Wheels, rims, and hubs;

- (m) Windshield wipers; or
- (n) Emergency exits and/or electrical cables and systems in engine and battery components (buses).
- (3) Failing to maintain towing receipts as required.
- (4) Failure to notify the Towing Administrator within 5 days of new truck or operator or removal of truck or operator.
- (5) Failure to notify the contractor at the time of dispatch of the inability to respond due to insufficient equipment.
- (6) Failure to satisfactorily clean a scene as determined by the officer at scene.
- (7) Failure to maintain required medical certifications for operators.
- (8) Illegal parking of towing vehicles by citation or observation.
- (9) Improper or failing to mark tow vehicle as required.
- (10) Any zoning or county code violation.

- (11) Any violation of Regulations not listed in this Regulation will be considered a minor violation.

C. Serious infractions.

- (1) Any vehicle defect placing a vehicle out of service.
- (2) Overcharging on any bill counts as one occurrence.
- (3) Causing injury or property damage through negligence.
- (4) Failure to submit to inspection of trucks or facilities.
- (5) Soliciting or loitering at the scene of a disabled vehicle without being summoned by Police or the contractor.
- (6) Failure to store or immediately take a disabled vehicle directly to a secured storage lot at the facility listed on license or to a location specified by the owner of a vehicle.
- (7) Failure to maintain required amount of certified operators and equipment.
- (8) Failure to maintain required insurance without interruptions.
- (9) Failure to obey direction of Police at scene of accident or impound.
- (10) Employing an unqualified operator.
- (11) Utilizing another towing company to perform requested work without permission of the Towing Administrator.
- (12) Subject to §E of this regulation, theft from vehicle.
- (13) Failing to reasonably secure a tow yard.

D. Infractions that may lead to revocation of a license.

- (1) Filing false information on a towing application/renewal.
- (2) Any disqualifying criminal conviction by owners or company officers.
- (3) Subject to §E of this regulation, theft.

- (4) Altering or removing serial numbers.
- (5) Insurance fraud.
- (6) Unauthorized use of vehicles or property in vehicle.
- (7) Engaging in police-initiated towing while suspended.
- (8) Failure to grant immediate access to towing records.

E. A violation for a theft infraction under this Regulation may not be imposed unless the theft has been reported to the Police Department and the Department has determined, after investigation, that a theft has occurred.

F. Any licensee whose license has been revoked under this section may not apply for another towing license.

G. All reports of any investigation of a towing company or its employees will be forwarded to the Director of the Department. The Director or the Director's designee shall decide the validity of the complaint and issue punishment as prescribed in the Disciplinary Chart in §A of this Regulation and the penalty provisions of Regulation .10 of this Chapter.

.10 Disciplinary Penalties.

A. After notice and hearing, a towing license may be suspended or revoked by the Director of the Department or the Director's designee for a violation of any part of the provisions of the Baltimore County Code or any of the regulations in this Chapter.

B. Penalties.

(1) First Infraction.

(a) Minor infraction – the towing company shall receive a letter of warning or reprimand.

(b) Serious infraction – the towing company may be suspended for three days.

(2) Second Infraction.

(a) Minor infraction – for same violation, the towing company may be suspended for three days.

(b) Minor infraction – for a separate violation – the towing company may receive a letter of warning/reprimand.

(c) Serious Infraction – for the same violation – the towing company may be suspended for seven days.

(d) Serious infraction – for a separate violation – the towing company may be suspended for seven days.

(3) Third Infraction.

(a) Minor infraction – the same violation – the towing company may be suspended for fourteen days.

(b) Minor infraction – for a separate violation - the towing company may be suspended for fourteen days.

(c) Serious Infraction – for the same violation – the towing company may be suspended for twenty-one days.

(d) Serious infraction – for a separate violation – the towing company may be suspended for twenty-one days.

(4) Four or more minor infractions – the license of the towing company may be revoked or suspended for a period of 180 days.

(5) Four or more serious offenses – suspension of license for 12 months.

(6) Six violations of any kind within a 24-month period – revocation of license.

C. If a towing company is found to be committing thefts from, changing or altering serial numbers of, or unauthorized use of vehicles coming into its control, the towing license shall be revoked.

D. The time period for the number of infractions accumulated shall be a 2-year period commencing on the date of the first violation and ending 2 years later. The violation will remain in the tow company's file after this time for future reference.

.11. Additional Requirements.

A. Unless the tow vehicle operator enters into an agreement with the owner of the disabled vehicle to remove the vehicle to another location, the towing company shall take the vehicle being stored immediately to the company's designated storage yard and place it inside. At no time should a stored vehicle be permitted to be stored outside of the storage yard.

B. If an owner requests the vehicle being stored to be towed to another location and it is within reason, the tow company shall honor this request, providing suitable payment arrangements can be made.

C. A licensee may not use any tow truck other than one that has been inspected and properly licensed as required in this Chapter for the removal of disabled vehicles under this Chapter.

D. All towing companies shall make every effort to be courteous in their communications with those persons it becomes necessary to do business with.

E. A request for transfer of a facility shall be made in writing to the Department.

F. Each towing company is an independent contractor and is not an officer, employee, servant or agent of the county. A towing company may not represent that it, its agents, or employees are agents, officers, servants, or employees of the county.

G. A licensee may not discriminate or allow discrimination against any person or group of persons on the grounds of race, color, religious creed, age, marital status, national origin, sex, physical or mental disability, including blindness, unless it is shown by the licensee that such disability prevents performance of work involved and shall provide the Baltimore County Commission on Disabilities with such information requested by the Commission concerning the employment practices and procedures of the licensee.



MAXIMUM* RATES FOR BASIC POLICE-INITIATED TOWING, WINCHING AND STORAGE OF LIGHT DUTY VEHICLES (GROSS VEHICLE WEIGHT OF 10,000 POUNDS OR LESS) EFFECTIVE FEBRUARY 1, 2025

Table listing towing services and fees: Straight and/or roll-back towing of motorcycles and motor vehicles at the Request of the Baltimore County Police Department \$ 230.00; Towing Management Fee \$ 31.00; Winching, hourly rate pro-rated in 1/4 hour increments \$ 150.00; Extra Truck, when needed (Justification must be placed on the tow receipt for review) \$ 85.00; Extra Person, when needed, and need is verified by the police officer at the scene (Justification must be placed on the tow receipt for review) \$ 35.00 flat + \$3.75 per 1/4 hour; Clean up road debris, per quarter hour after 1st quarter hour \$ 35.00; Towing a vehicle beyond the company's storage lot, additional charge per mile \$ 6.00; Storage per day or part thereof, commencing at 12:01 a.m., the first calendar day after being towed \$ 60.00; Towing a vehicle when vehicle's keys are not available. (This fee is in addition to the towing fee) \$ 30.00; Taping of vehicle windows, to secure vehicle from additional interior damage during storage: Front or rear window, per window \$ 10.00; Side window, per window \$ 5.00; Inclement weather surcharge may only be charged during a declared snow emergency by state and/or county 25%; Administrative Fee \$ 80.00

(An administrative fee shall only be charged when vehicle owners have not claimed, or arranged to claim their vehicle within three business days [business day is any day the company is regularly open for reclaiming vehicles]. Companies must attach receipts, dated prior to the date the vehicle was reclaimed, which shows expenditures for such things as sending certified letters, for obtaining registration and title information [from the MVA], certified lien checks and copies of postings at court if required.)

THE ABOVE RATES ARE THE MAXIMUM ALLOWABLE FEES FOR BASIC POLICE INITIATED TOWING, WINCHING AND STORAGE RATES ONLY. LICENSED POLICE INITIATED TOWING COMPANIES MAY CHARGE ANY AMOUNT BELOW THESE RATES AND MAY CHARGE ADDITIONAL FEES FOR EXTRAORDINARY CIRCUMSTANCES AS DESCRIBED IN THIS TITLE OF BALTIMORE COUNTY CODE OF REGULATIONS. FEES FOR EXTRAORDINARY CIRCUMSTANCES ARE ESTABLISHED BY EACH LICENSED POLICE INITIATED TOWING COMPANY BASED ON INDUSTRY STANDARDS.

Extraordinary Circumstances Statement:

I, the undersigned, acknowledge that a fee for extraordinary circumstances has been added to the list of fees related to the towing, recovery and storage of the vehicle as described below. This extraordinary fee is being added to cover the additional expenses associated with the recovery of my vehicle that are not in the schedule of tow fees outlined in the Baltimore County towing regulations. The addition of the extraordinary fee is authorized under the towing regulations. I further acknowledge that I have the right to contest the amount of the extraordinary fee if I believe it is unreasonable. If I contest the extraordinary fee, I will have the right to present my case to a neutral arbitrator and the arbitrator's decision will be binding. If the arbitrator rules in my favor, then I will be entitled to a refund for the difference between the amount charged by the towing company and the amount authorized by the arbitrator. If the arbitrator rules in favor of the tow company, then I will be responsible for the administrative expenses of the arbitrator and the full payment of all services.

CC#: _____

Invoice #: _____

Contact Name: _____

Company, if applicable:
(e.g., insurance company) _____

Address: _____

Phone Number: _____

Signature: _____

Date: _____