

Memorandum



CITY OF DALLAS

DATE March 20, 2015

TO Honorable Members of the Quality of Life & Environment Committee: Dwaine R. Caraway (Chair)
Sandy Greyson (Vice Chair), Adam Medrano, Rick Callahan, Carolyn R. Davis, Lee M. Kleinman

SUBJECT Overview of Tow Truck Regulations

On Monday, March 23, 2015, the Quality of Life & Environment committee will be briefed on the city's tow truck regulations. The briefing is attached for your review.

Please contact me if you have any questions.

A handwritten signature in blue ink that reads "Joey Zapata".

Joey Zapata
Assistant City Manager

Attachment

c: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager

Eric D. Campbell, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Mark McDaniel, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council



City of Dallas

OVERVIEW OF TOW TRUCK REGULATIONS

Quality of Life & Environment Committee
March 23, 2015



Purpose

- ▶ Review current regulations for tow truck services in the city of Dallas

What is Transportation Regulation?

- ▶ The Transportation Regulation Division of Code Compliance Services regulates and enforces ordinances related to for-hire transportation services in Dallas
- ▶ The division is responsible for granting operating authority to:
 - Taxis
 - Limousines
 - Private ambulances
 - Emergency wreckers and vehicle tow operators
 - Carriages and pedicabs
 - Vehicle immobilization services

Overview

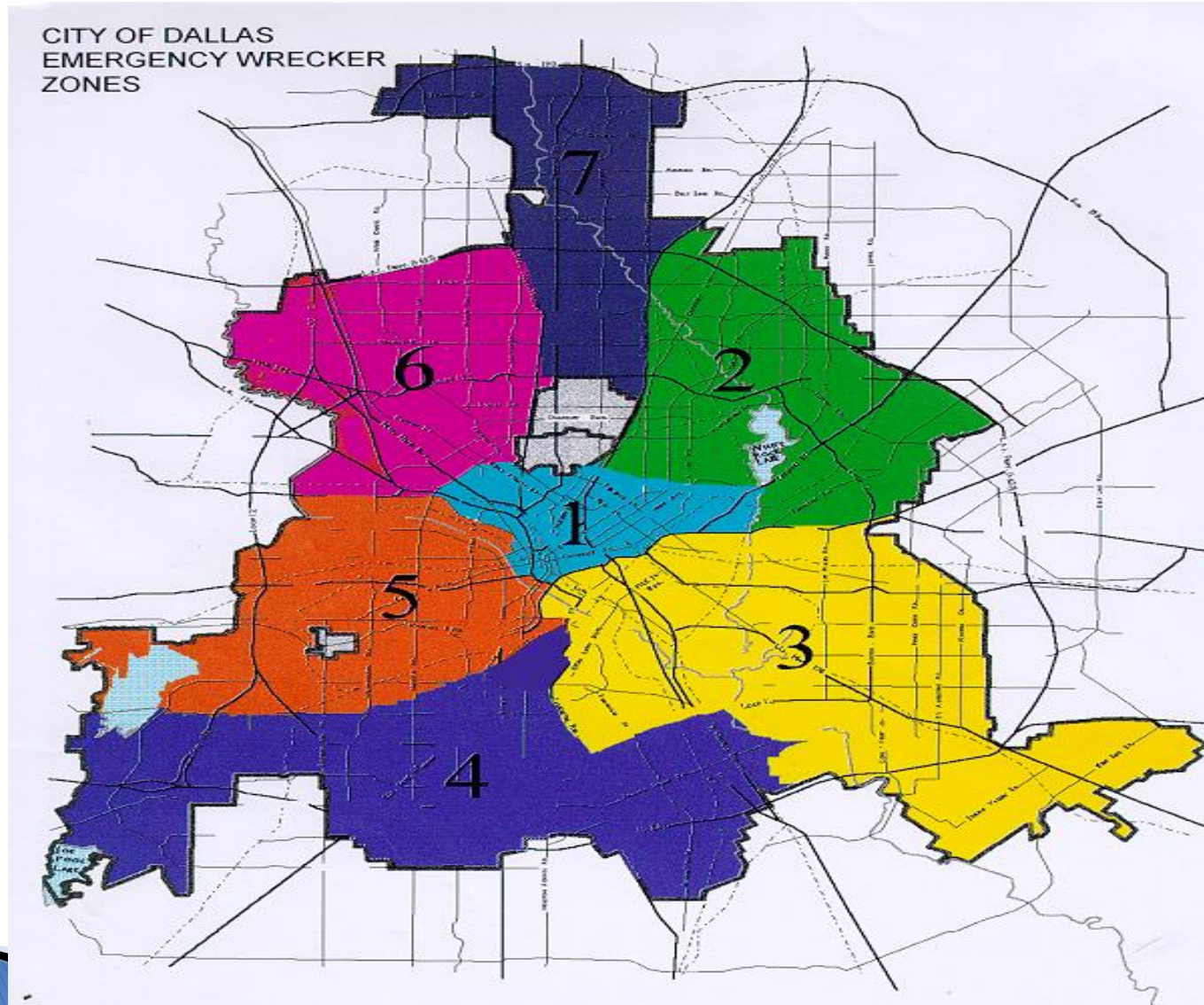
- ▶ Transportation Regulation is responsible for regulating two types of tow truck services:
 - Emergency Wrecker Tow Service: relates to the removal of wrecked, disabled, and illegally parked vehicles from public streets and property
 - City Code Chapter 15D
 - Motor Vehicle Tow Service: relates to the removal of vehicles from private property without the consent of the owner
 - City Code Chapter 48A

Emergency Wrecker Tow Service

The removal of wrecked, disabled, and illegally parked vehicles from public streets and property

- Regulated by City Code Chapter 15D

Emergency Wrecker Zone Map



Current Status – Emergency Wrecker

- ▶ Seven wrecker zones in the City of Dallas
- ▶ Thirty–six companies currently permitted
- ▶ Two to seven companies operating in each zone
- ▶ YTD: Total of 282 trucks inspected and approved for service by Transportation Regulation

Current Requirements – Emergency Wrecker

- ▶ Companies can apply for zone of their choice
- ▶ Required to provide service with minimum of 4 wreckers
- ▶ Office must be located within zone or within close proximity
- ▶ Provide 24 hour dispatch/service
- ▶ Agreement to participate in the wrecker rotation

Current Requirements – Emergency Wrecker (cont.)

- ▶ Designated rapid response time providers respond within 15 minutes
- ▶ Normal response time within 30 minutes
- ▶ Vehicles taken to Dallas Police Auto Pound unless requested otherwise by vehicle owner
- ▶ Operating Authority permits are renewable by June 30 of each year
- ▶ Rates set by Dallas City Council

Motor Vehicle Tow Service

The removal of vehicles from private property without the consent of the owner

- Regulated by City Code Chapter 48A

Current Requirements – Motor Vehicle Tow Service

- ▶ Required to have a license to operate as a wrecker service from the Texas Department of Licensing and Regulation
 - Must successfully pass a criminal background check
- ▶ Required to have a City operating authority as a Motor Vehicle Tow Service to operate in the city of Dallas
- ▶ Requires posting of signs to restrict parking
- ▶ Signs required to be posted at least 24 hours prior to a vehicle being towed
- ▶ Requires property owner's written authorization for removal of illegally parked or unauthorized vehicles

Proper Signage – Motor Vehicle Tow Service



Proper Signage – Motor Vehicle Tow Service



Proper Signage – Motor Vehicle Tow Service (English and Spanish Signs)



Current Status – Motor Vehicle Tow Service

- ▶ Fifteen companies currently permitted
- ▶ Fee Schedule regulated by the Dallas City Council
 - \$121 GVWR* not more than 10,000 lbs
 - \$191 GVWR* more than 10,000 lbs but not more than 26,000 lbs
 - \$445 more than 26,000 lbs
- ▶ YTD: Total of 82 trucks inspected and approved for service by Transportation Regulation

*Gross Vehicle Weight Rating

Statistics

Type	Motor Vehicle Tow	Emergency Wrecker Tow
Companies	15	36
Drivers	67	200
Vehicles	82	282
# of Complaints FY13-14	91 (Resulted in 3 refunds by Wrecker Service Companies)	0

Appendix

- ▶ Comparison of Regulation:
Motor Vehicle Tow (Chapter 48A) and
Emergency Wrecker Tow (Chapter 15D)

Towing Regulation Comparison

City of Dallas Regulation	Motor Vehicle Tow Chapter 48A	Emergency Wrecker Tow Chapter 15D
Operating Authority	<ul style="list-style-type: none">• Number, types of vehicles and types of winch to be operated• Evidence of insurability• A copy of a written agreement, if one exists, between the vehicle tow service and each vehicle storage facility used by the tow service• Evidence of payment of ad valorem taxes	<ul style="list-style-type: none">• Maintain a permanent and established place of business at a location in the city where an emergency wrecker is not prohibited by the Dallas Development Code• Evidence of insurability• An agreement that the applicant will participate in the wrecker rotation list• Evidence of payment of ad valorem taxes

Towing Regulation Comparison

City of Dallas Regulation	Motor Vehicle Tow Chapter 48A	Emergency Wrecker Tow Chapter 15D
Driver's Permit	<ul style="list-style-type: none">• Applicant at least 19 years old and free of recent major criminal convictions• Successfully completed within the preceding 12 months a defensive course approved by the Texas Education Agency• Employed by the licensee• Not be afflicted with a physical or mental disease or disability that is likely to prevent the applicant from exercising ordinary and reasonable control over a motor vehicle	<ul style="list-style-type: none">• Applicant at least 19 years old and free of recent major criminal convictions• Successfully completed within the preceding 12 months a defensive course approved by the Texas Education Agency• Employed by the licensee• Not be afflicted with a physical or mental disease or disability that is likely to prevent the applicant from exercising ordinary and reasonable control over a motor vehicle

Towing Regulation Comparison

City of Dallas Regulation	Motor Vehicle Tow Chapter 48A	Emergency Wrecker Tow Chapter 15D
<p>Insurance</p>	<ul style="list-style-type: none"> • Approved, licensed, or authorized by the State of Texas • Acceptable to the city • Automobile liability insurance must provide combined single limits of liability for bodily injury and property damage of not less than \$500K for each occurrence. • The insurance for vehicles while being loaded, unloaded, or transported must provide limits of liability of not less than \$25K for each light duty wrecker and \$50K for each medium duty or heavy duty wrecker. 	<ul style="list-style-type: none"> • Approved, licensed, or authorized by the State of Texas • Acceptable to the city • Automobile liability insurance must provide combined single limits of liability for bodily injury and property damage of not less than \$500K for each occurrence, or the equivalent, for each wrecker used by the licensee. • The cargo/on hook insurance for vehicles being loaded, unloaded, or transported must provide limits of liability of not less than \$25K for each light duty wrecker or tilt bed/roll back carrier and \$50K for each medium duty wrecker, heavy duty wrecker, or lowboy unit.