



**NORTH SHORE LIFE
LAKE BLUFF STYLE**

Lake Bluff Police Towing Policy & Fee Schedule

Fee Schedule

(Effective May 20, 2016)

- **Service Call (Tire Change/ Battery Jump/Lockout/Gas) \$100.00**
- **Standby Fee per hour (Police Authorized) \$75.00 x _____ hour**
- **Towed (Abandoned/Arrest/Disabled) \$150.00**
- **Accident Tow (Including winching and cleanup) \$225.00**
- **Winching – Pullouts (other than Accident Tow) \$150.00**
- **Mileage (per mile) (if outside below jurisdictions) \$3.00 x _____ miles**
- **After Hours Tow (between 6pm and 7am) \$35.00**
- **Storage (first 24 hours are Free) \$55.00 x _____ days**

An itemized tow receipt will be faxed/mailed to the Chief of Police the next business day at (847) 234-2166 or dbelmonte@lakebluff.org. Failure to fax/email the receipt may result in removal from the tow list. Over charging, charging fees inconsistent with this Policy & Fee Schedule, or abuse of customers shall result in removal from the tow list.

TOWING PROCEDURES AND STANDARDS

Requirements for owners of tow companies and their drivers:

- **Owners of tow companies shall annually provide their names, driver's license number, business address and business telephone number as well as their driver's names and driver's license number.**
- **No tow company owner or driver can be a convicted felon within last five years.**
- **No tow company owner or driver can be listed as a sex offender as defined in IL. Law (730 ILCS 150/2).**

- No tow company owner or driver can be convicted by Illinois or any other state for theft of motor vehicle and/or motor vehicle parts.
- No tow company owner can be indebted to the Village of Lake Bluff for past fines.

Requirements for tow trucks used:

- The vehicle shall display the full legal name of company on each side. The lettering cannot be smaller than two inches and shall be in contrast of background color; the display shall include full address and telephone number of company and the display shall be permanently affixed.
- Each tow vehicle shall have proper warning lights as defined in the Illinois Vehicle Code.
- Each tow vehicle shall have one or more brooms and shovels.
- Each tow vehicle shall have one or more trash cans at least five gallons in capacity.
- Each tow vehicle shall carry a fire extinguisher (Dry Chemical or CO2 style) in working order.
- Shall have oil dry (or an equivalent style absorbent product) to absorb oils and fluids.
- Each tow vehicle shall have general liability insurance of \$500,000.00 and carry proof inside the vehicle.
- Proper registration on flat bed tow vehicles that include the weight of tow vehicle and carried vehicle.

Requirements of tow drivers and their employees while at a police requested tow scene:

- Shall have & use apparel that clearly defines the company's name and be reflective.
- Shall be professional & courteous to citizens and Village employees.
- Shall provide driver/owner of towed vehicle, documents that list the tow company's name, contact information, tow driver's name and related fee amounts as defined in the fee schedule established by the Lake Bluff Police Department.
- Shall remove all glass and debris by the vehicle being serviced and spread oil dry upon any portion of the roadway where any fluids have been deposited.
- If the vehicle's owner/driver cannot take their personal property from the vehicle, the tow driver shall take reasonable steps to secure the items from the vehicle at their facility.

Required service of tow company:

- Shall be available for callouts 24-hours a day/7 days a week.
- Must issue legible receipts to customers with a detailed and articulated description of services/fees. Legible and itemized tow bills are to be faxed (847-234-2166) or emailed to the Chief of Police within 24 hours of towing a vehicle. Failure to do so may result in a suspension from the police tow list.
- Shall have access and utilize a storage lot for Lake Bluff Police tows within a reasonable driving distance of the Lake Bluff Police Department (typically under 5 miles)
- An attendant shall be available AT the tow facility/storage lot where the vehicle is towed to Monday through Friday, 7am to 5pm.
- An attendant shall be on-call for release of vehicle Monday through Friday, 5pm to 11pm.
- Saturday, Sunday and Holidays an attendant shall be on-call 7am to 5pm for releasing vehicle.
- Shall be on-call for any emergency releases of vehicles.
- Shall respond to scene in 15 minutes or less (Class I and II vehicle tows no more than 60 minutes).
- Shall abide by State towing laws in accordance to the IVC and ICC.

- Shall maintain a 90% response rate for police requested tow service.
- If a vehicle is towed from a scene, has Illinois registration and does not have valid auto insurance, the vehicle will be held at the tow company until the owner or designated driver produces proof of insurance that is for the vehicle.
- Tow companies must not respond to or “appear” at a crash scene unless called by Dispatch
- Tow truck drivers may check on the well being of persons involved in a crash if they happen to drive upon a crash scene- Tow truck drivers will not use this as an opportunity to solicit business.
- Tow companies and their drivers shall refrain from calling dispatch or the department to claim/check to determine if they are next on the tow rotation list
- Tow companies called by dispatch may “outsource” their tow rotation directly with another approved tow company list member; however, they will lose their tow rotation for the call-out

NOTE: The Chief of Police, or their designee, may remove a tow company temporarily or permanently from the Lake Bluff Police Towing List, if any of the standards and/or procedures are not met or are violated.

More than one similar infraction in a twenty-four month period will result in a temporary or permanent suspension from the police rotation tow list.

Lake Bluff Police Policy:

1. No Preference

When the driver or owner of a vehicle requiring a tow has no preference for a tow service, the next towing company listed on the low list is to be called. If there is more than one vehicle to be towed, the tow company eligible for the current tow will be contacted to see how many vehicles they can tow at one time without having to make a second trip for another vehicle. If they cannot take all vehicles at once, then the next tow service on the list will be contacted.

2. Tow Preference

If the driver or owner requests a tow service, that tow service is to be called. However, if in the officer’s opinion the requested tow service cannot respond in an appropriate amount of time (typically 20 minutes) AND the vehicle is a hazard in traffic, the next tow service on the list may be called.

3. Arrests and Abandoned Autos

The tow list shall be used for all arrests and abandoned vehicle tows for the Lake Bluff Police Department. Tow Companies called for these services shall make the towed/impounded vehicle available to authorized members of the Lake Bluff Police Department as needed. If any vehicle is left unclaimed for three or more days, the Chief of Police or designee is to be notified and appropriate notification will be made to the registered owner in accordance with Illinois law. Vehicles left unclaimed will only be

disposed of by order of the Lake Bluff Police Department Chief of Police in accordance with Illinois law and policies of the Lake Bluff Police Department.

This Police Towing Policy, Standards and Fee Schedule, will be posted on the Village's Police Department Website (www.lakebluff.org/departments-services/police-department) for access by citizens.

Officers will direct vehicle owners to this resource so that they can ensure that they are not being overbilled for emergency towing services and /or storage.