

UPSHUR COUNTY COMMISSION

Upshur County Courthouse Annex
38 West Main Street, Room 302 • Buckhannon, West Virginia 26201

Telephone: (304) 472-0535
Telecopier: (304) 472-2399

TDD Numbers
Business: 472-9550
Emergency: 911

Procedures to Dispatch Wrecker Services

In compliance with article six, chapter twenty-four of the Code of West Virginia, as amended by Senate Bill Number 461, the County Commission of Upshur County does hereby establish a policy or procedure as outlined below to provide for the most prompt, fair, equitable and effective response to requests or dispatches for emergency towing services. Any type of request or call to the Upshur County Communications E911 Center for towing services will be considered as a request for emergency towing services and will be subject to these procedures.

If non-law enforcement personnel are first to arrive on scene such personnel may request that the Upshur County Communications E911 Center initiate the procedure to call out the appropriate wrecker service as per established policy as outlined below. In addition, once the Upshur County Communications E911 Center has contacted the appropriate wrecker service, E911 personnel are to notify law enforcement personnel that are responding to the scene that a wrecker service has been contacted and is in route.

Any vehicle(s) at the scene are not to be moved until the investigation has been completed and law enforcement personnel have authorized removal, unless on scene emergency personnel need to move any vehicle in order to provide necessary medical treatment and/or to preserve and protect human life.

The Upshur County Communications E911 Center will follow an established rotation list of available towing services located in Upshur County that have been authorized to conduct such business. The Upshur County Communications E911 Center will maintain a public record of towing services utilized and forward the same to the Office of the Upshur County Commission each month. To be included and remain on the established rotation list, towing service companies and/or operators must be in compliance with all local, state and/or federal laws or regulations that govern such type of business. Local regulations will require (but are not limited to) the following:

1. Each towing service company must respond to at least one (1) call within a three (3) month time period.
2. Provide a copy of the following documents received on July 1st of each year to the Upshur County Communications E911 Center by July 15th of each year: valid universal cab card for each unit, current medical examination card for each driver, current Class D or CDL operator's license for each driver.

Towing service companies that fail to respond to the required calls and/or fail to provide the required documentation will be removed from the established rotation list until a letter of request to be added to the list and required documentation is provided to the Communications Center Director.

The established rotation list will be followed subject to the following exceptions or deviations:

- The operators or owners of the vehicle(s) may request a specific towing service located in Upshur County. In order to maintain a fair and equitable procedure in the selection of a towing service, operators or owners should not receive any advice or assistance from law enforcement personnel or other emergency personnel located at the scene. The Upshur County Communications E911 Center will record the city and state that the vehicle is registered in and the officer on scene in the public record. Specific requests from an operator or owner will not cause a towing service to forfeit or forego their normal position in the established rotation list.
- In order to provide for the public safety and welfare, law enforcement personnel located at the scene have a right to override a request made by the operator or owner of a vehicle and specify a towing service to be utilized. Any specific request under this circumstance will not cause a towing service to forfeit or forego their normal position in the established rotation list.
- The Upshur County Communications E911 Center will contact the next towing service company or operator on the established rotation list to respond to the request or accident. Once a towing service accepts a call they must depart their location in no more than five (5) minutes. Notification shall be made to the Upshur County Communications E911 Center once they are in route.
- Unless an operator or owner request is made for a vehicle(s) at the scene, the contacted towing service will handle all vehicles located at scene. If necessary, the contacted towing service or operator should arrange for additional assistance. Again, in order to provide for public safety, law enforcement personnel located at the accident scene have a right to direct the E911 Center to contact more than one towing service.
- If the towing service company or operator does not immediately answer the call from the E911 Center and confirm the availability of towing services, the towing service will forfeit and forego that call as per the established rotation list. The Upshur County Communications E911 Center will not alter the established rotation list for any missed call(s).
- If the towing service company or operator responds to a call they must accept the vehicle(s) unless there is an equipment failure or other circumstance outside of their control that prohibits them from transporting the vehicle(s). If a towing service company or operator refuses a vehicle(s) for any other reason they will be suspended from the established rotation list for a period of six (6) months.

Approved and adopted by the County Commission of Upshur County, West Virginia on the 9th day of August 2001. Amended by the County Commission of Upshur County, West Virginia on the 16th day of March 2006. Reviewed and approved by the County Commission of Upshur County, West Virginia on the 26th day of February 2009. Amended by the County Commission of Upshur County, West Virginia on the 18th day of June 2015. Amended by the County Commission of Upshur County, West Virginia on the 29th day of September 2016.


Terry B. Cutright, President