

**REPORT OF THE VIRGINIA STATE
CORPORATION COMMISSION**

**Policy Proposals for the Regulation of
Fees Charged for the Removal of Motor
Vehicles, Trailers, and other
Trespassing Vehicles Left on Private
Property in the Commonwealth
(Chapter 245, 2024)**

TO THE GENERAL ASSEMBLY OF VIRGINIA



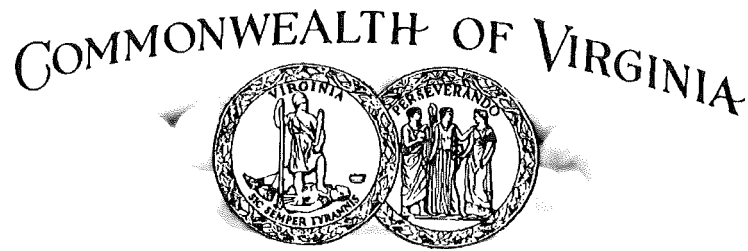
SENATE DOCUMENT NO. 7

**COMMONWEALTH OF VIRGINIA
RICHMOND
2024**

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STATE CORPORATION COMMISSION

November 30, 2024

Members of the Virginia General Assembly
General Assembly Building
201 North 9th Street
Richmond, Virginia 23219

Dear Members of the Virginia General Assembly:

Pursuant to Chapter 245 of the 2024 Virginia Acts of Assembly, please find enclosed the Report of the State Corporation Commission on: (1) its examination of the regulation of fees charged for the removal of vehicles left on private property in violation of § 46.2-1231 of the Code of Virginia and for the removal of trespassing vehicles under § 46.2-1215 of the Code of Virginia; and (2) policy options for consideration by the General Assembly.

Please let us know if we may be of further assistance.

Respectfully submitted,

Handwritten signature of Jehmal T. Hudson in black ink.

Jehmal T. Hudson
Chairman

Handwritten signature of Samuel T. Towell in black ink.

Samuel T. Towell
Commissioner

Handwritten signature of Kelsey A. Bagot in black ink.

Kelsey A. Bagot
Commissioner

Enclosure

COMMONWEALTH OF VIRGINIA

STATE CORPORATION COMMISSION

Report to the Virginia General Assembly



**Report: Policy Proposals for the Regulation of Fees
Charged for the Removal of Motor Vehicles, Trailers, and other Trespassing Vehicles
Left on Private Property in the Commonwealth
Pursuant to Chapter 245 of the Acts of Assembly
2024 Regular Session
(SB 450)**

November 30, 2024

STATE CORPORATION COMMISSION REPORT

Chapter 245 of the Acts of Assembly 2024 Regular Session ("Chapter 245") directs the State Corporation Commission ("Commission") to examine the issue and report its findings.

Chapter 245 specifically provides that the Commission:

[E]xamine[s] the existing regulation of fees charged for the removal of motor vehicles, trailers, and parts thereof left on private property in violation of § 46.2-1231 of the Code of Virginia ["Code"] and for the removal of trespassing vehicles under § 46.2-1215 of the Code of Virginia and shall identify policy options for the Commission to assume all or part of such regulation. Such policy options shall include various levels of Commission involvement in such regulation. Each policy option shall identify the necessary statutory and regulatory changes to enact such policy option and shall include the resources needed by the Commission to fulfill its duties under such policy option.

The Commission established a proceeding¹ for the purpose of inviting public comments to be filed pertaining to the matters and issues described in Chapter 245 and the Commission presents this report ("Report") with its findings and recommendations. The Commission also retained the Eixenberger Group, LLC ("EG") to facilitate the examination of the existing regulation of fees charged for the removal of motor vehicles, trailers, and parts thereof left on private property in violation of the Code sections specified above,² and to make recommendations based on such examination. The Commission is pleased to submit this Report of the Commission's findings to the General Assembly, as directed by Chapter 245.

In addition to the Commission proceeding, EG developed an online survey and attempted to engage 189 towing companies to obtain towing cost information and identify key issues of concern from the perspective and experience of the companies. The responses to the survey questions were compared to previously developed cost estimates to verify assumptions and cost

¹ *Commonwealth of Virginia, ex rel. State Corporation Commission, Ex Parte: In the matter concerning the regulation of certain towing fees*, Case No. PUR-2024-00104, Doc. Con. Cen. No. 240630177, Order Establishing Proceeding (June 21, 2024). Available through <https://www.scc.virginia.gov/DocketSearch#/caseDetails/145267>.

² These types of tows are commonly referred to as non-consent Trespass Tows ("Trespass Tows").

values used in the study. Comments received from stakeholders during the Commission proceeding, as well as information from EG's online survey, were useful in developing the Eixenberger Group Report ("EG Report") and in assisting the Commission in preparing this Report.

After a thorough review of the EG Report and stakeholder comments received, the Commission finds that the following recommended policy options from the EG Report are reasonable for further consideration by the General Assembly:

1. The current maximum allowable rate³ of \$150 charged by the companies providing the Trespass Tow should be reset based on current cost estimates. A new Trespass Tow base rate between \$200 and \$210 appears reasonable.
2. The current additional fees for working night shifts, weekends, and holidays⁴ remain reasonable. A change does not appear to be justified at this time.
3. Use a percentage to automatically adjust any minimum rate⁵ or eliminate the minimum entirely. Should a percentage be chosen, a new minimum rate of 75% of the maximum appears reasonable and should apply to all districts.
4. Change the drop fee⁶ to a maximum rate between 40% and 50% of the allowable Trespass Tow rate.
5. Develop a specific definition and formula for threshold situations where a fuel surcharge⁷ would apply and the allowable rates would be updated.

³ Code § 46.2-1233.1 defines and regulates maximum allowable fees that can be charged for private property Trespass Tows.

⁴ Code § 46.2-1233.1 A allows a maximum per-instance fee of \$30 for no more than two instances, for a combined maximum of \$60.

⁵ Code § 46.2-1233 allows a minimum rate of \$135 in Planning Districts 8 and 16.

⁶ Code § 46.2-1231 D allows a \$25 drop fee, which appears low compared to other states. A drop fee is applied when a trespassing vehicle has been hooked up but released to the owner prior to towing.

⁷ Code § 46.2-1233.1 C contains the state fuel surcharge clause.

6. The maximum allowable Trespass Tow rate⁸ should be adjusted annually to account for inflation, using the Transportation Consumer Price Index and/or Transportation Producer Price Index as reported by the U.S. Bureau of Labor Statistics.
7. Every 5 to 10 years, a detailed cost review, including a calculation of the current cost to complete a Trespass Tow, should be completed by either the Commission or another agency as designated by the General Assembly.⁹ The fiscal impact to the Commission to hire a consultant every 5 to 10 years to evaluate the sufficiency of the Trespass Tow rate is estimated to cost at least \$80,000 in 2024 dollars.¹⁰
8. Modify the Code to clarify language in § 46.2-1233.1 that the maximum allowable rate applies to light duty vehicle Trespass Tows with a gross vehicle weight rating up to 10,000 pounds, instead of referencing "passenger car."

The Commission appreciates the opportunity to report on these important issues to the General Assembly.

⁸ Code § 46.2-1233.1 defines and regulates maximum allowable fees that can be charged for private property Trespass Tows. There is currently no index associated with the maximum allowable fee in the Code.

⁹ Regular review is not currently included in the Code. The Trespass Tow rate has not been adjusted since 2018.

¹⁰ Over time this estimate may increase.

TRESPASS TOWING COST STUDY IN VIRGINIA

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FINAL REPORT
10/20/2024

DISCLAIMER

The authors alone are responsible for the preparation and accuracy of the information, data, analysis, discussions, recommendations, and conclusions presented herein. The contents do not necessarily reflect the views, opinions, endorsements, or policies of the Virginia State Corporation Commission (SCC) or the Commonwealth of Virginia. The SCC makes no representation or warranty of any kind, and assumes no liability, therefore.

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KEY DEFINITIONS

- Code: The Code of Virginia.
- Consent Tow: Towing with the approval of the vehicle owner.
- Consumer Price Index: The average change in prices paid by urban consumers for goods and services as reported by the Bureau of Labor Statistics.
- Drop Fee: A fee applied when a trespassing vehicle has been hooked up but released to the owner prior to towing.
- Fuel Surcharge: An extra fee to account for the fluctuating cost of fuel.
- Gross Vehicle Weight (GVW): The weight of a vehicle without cargo or passengers.
- Gross Vehicle Weight Rating (GVWR): The weight capacity (rating) of a vehicle that includes the weight of the vehicle, passengers, fuel, and cargo.
- Heavy Duty Tow: Towing of vehicles where the GVWR is 26,001 pounds or greater.
- Light Duty Tow: Towing of vehicles where the GVWR is less than 10,000 pounds.
- Locality: A county, city, or town within the Commonwealth of Virginia.
- Mean: A statistical term defined as the average of a set of numerical values.
- Median: A statistical term defined as the midpoint of a set of numerical values.
- Medium Duty Tow: Towing of vehicles where the GVWR is 10,001 to 26,000 pounds.
- Non-Consent Tow: Towing without the authorization of the vehicle owner.
- Police Initiated Towing: Towing initiated by police officers for situations such as accidents, public safety, and criminal offenses.
- Private Property: Legal ownership of property by non-government entities.
- Pro Forma Estimate: Financial projections based on historical data, and assumptions.
- Roadside Service: Assisting vehicle owners with mechanical breakdowns.
- Tow Dolly: Towing equipment that lifts a single axle and set of wheels off the ground.
- Towing Advisory Boards: Organizations to assist with towing regulations, codes, and processes at the local government level.
- Towing Bill of Rights: A written statement summarizing fees and regulations for non-consent towing.
- Trespass Towing: Towing of vehicles from private property without the authorization or consent of the vehicle owner.
- Wrecker: A type of tow truck configuration where the towed vehicle is pulled.

ACRONYMS

AAA	American Automobile Association
ATRI	American Transportation Research Institute
BLS	Bureau of Labor Statistics (United States Federal Agency)
BTS	Bureau of Transportation Statistics (United States Department of Transportation)
CPI	Consumer Price Index
FHWA	Federal Highway Administration (United States Federal Agency)
GVW	Gross Vehicle Weight
GVWR	Gross Vehicle Weight Rating
PDC	Planning District Commission
PPI	Producers Price Index
PTO	Paid Time Off
RSE	Relative Standard Error
SCC	State Corporation Commission (Commonwealth of Virginia)
TCPI	Transportation Consumer Price Index
TPPI	Transportation Producer Price Index

EXECUTIVE SUMMARY

Private property owners in Virginia are allowed to tow vehicles that are improperly parked or abandoned from their property without the consent of the vehicle owner. These types of tows are commonly referred to as non-consent Trespass Tows ("Trespass Tows"). This study was conducted to evaluate the maximum allowable rate for Trespass Towing in Virginia. The study was limited to Trespass Tows only and does not address allowable rates for other non-consent tows such as police generated tows and tows with the consent of the vehicle owner.

Virginia Code § 46.2-1233.1 regulates the maximum rate that tow truck operators may charge for Trespass Tows. The current maximum allowable rate is \$150 for passenger vehicles, with provisions that allow additional fees of \$30 to \$60 for after-hours tows (7:00 pm to 8:00 am), Saturdays, Sundays, and holidays. Local governmental agencies (localities) are allowed to set maximum trespass rates lower than the state rate provided they have a local towing advisory board for oversight.

The maximum rate for Trespass Tows under the Code of Virginia has been in effect since July 2018. Members of the towing industry have voiced concerns that the current rate has not kept up with inflation. In response, the 2024 Regular Session of the Virginia General Assembly, under Senate Bill 450, directed the State Corporation Commission (SCC) to conduct a study to evaluate allowable rates for Trespass Towing in Virginia. The SCC has contracted with a private consulting firm to assist in the study.

The study approach included performing several tasks to evaluate Trespass Towing rates and costs. A background review was performed to identify related studies and publications. National, state, and local codes, practices, and allowable fees were also reviewed. The background research was followed with cost and fee evaluations using several different approaches including rate comparisons to other states, rate adjustments based on inflation indexes, and development of a detailed pro forma cost estimate using available cost data.

The study also sought input from key stakeholders including the towing industry. The SCC provided an online case docket allowing interested parties to submit comments. In addition, a survey was distributed to towing businesses to seek industry input.

The study findings show that an increase in the standard light-duty Trespass Tow rate from \$150 to a new rate between \$200 and \$210 appears reasonable. Ongoing annual increases using inflation indexes are recommended with detailed cost evaluations every 5 to 10 years.

The Code of Virginia allows for additional fees of \$30 to be charged for night shifts, weekends, or holidays with a maximum of \$60 if more than one of these situations occurs simultaneously. An increase in these additional fees does not appear justified at this time based on current tow truck driver wages and labor law requirements.

The current Code allows for additional fuel surcharge fees up to \$25 to be charged. If the base towing rate is adjusted annually for inflation, the need for a fuel surcharge is reduced. If a fuel surcharge is allowed, a definition for its use should be included in the Code of Virginia.

The Code also references other towing related fees including a minimum towing fee of \$135 and a drop fee of \$25. These additional fees should be reviewed, updated, or eliminated if not needed, along with moving all fee related references to a single code for clarity if possible.

Conclusions and Recommendations:

Rate Updates:

- The current maximum allowable rate of \$150 should be reset based on current cost estimates. A new base rate between \$200 and \$210 appears reasonable.
- An increase in the additional fees for working night shifts, weekends, and holidays does not appear to be justified at this time. The current value of \$30 to \$60 appears reasonable.
- The Code of Virginia allows a minimum rate of \$135 in Districts 8 and 16. Consider a new minimum rate of 75% of the maximum and apply it to all districts or eliminate the minimum entirely. Using a percentage would automatically adjust the minimum rate as future maximum rate adjustments are made.

- Virginia Code § 46.2-123 allows a \$25 drop fee, which appears low. It is recommended for this fee to be changed to a maximum rate between 40% and 50% of the allowable Trespass Tow rate.
- Consider updating the Code of Virginia with a specific definition and formula for situations where the fuel surcharge would apply and the allowable rates. Annual inflationary adjustments to the base Trespass Towing rate include adjustments for fuel price changes. However, when there are exceptional fuel price increases (25% or more) and durations greater than 60 days, a fuel surcharge of \$6.00 for every \$1.00 increase in fuel prices should be considered. The fuel surcharge should only be applied to costs above the most recent year's average diesel fuel costs (U.S. Energy Information Administration).

Timeframes:

- The maximum allowable Trespass Tow rate should be adjusted annually to account for inflation, using the Transportation Consumer Price Index and/or the Transportation Producer Price Index.
- To ensure that costs are properly adjusted, detailed cost reviews, including a calculation of the current cost to complete a Trespass Tow, should be completed every 5 to 10 years.
- The baseline cost of diesel fuel should be updated annually using the previous year's data (U.S. Energy Information Administration – Lower Atlantic Region). This value is then used for consideration of fuel surcharge fees.

Code Language Updates:

- Modify the Code of Virginia to clarify that the maximum allowable rate applies to light duty vehicle Trespass Tows with a gross vehicle weight rating up to 10,000 pounds instead of referencing “passenger cars.”
- Towing fee references are included in several Titles of the Code of Virginia. Move all fee related language to Virginia Code § 46.2-1233.1.

Process Improvements:

- The use of statewide towing software should be considered in the future to provide uniformity of data and data mining opportunities.
- A statewide Owner's Towing Bill of Rights should be considered as a future improvement opportunity.

1.0 INTRODUCTION

1.1 Problem Statement

The Commonwealth of Virginia establishes maximum allowable rates for the towing of vehicles from private property without the consent of the owner. These types of tows are commonly referred to as Trespass Tows and are the result of restricted parking or abandoned vehicles on private property. The maximum allowable rate is currently limited to \$150 with additional fees of \$30 to \$60 allowed for after-hours, weekends, and holidays.

The current rate has been in effect since July 2018, and members of the towing industry have expressed concern that rates have not kept up with inflation. In response, the Virginia General Assembly has directed the SCC to conduct a study to evaluate Trespass Towing costs. The results of the study will be used by the SCC, which will provide recommendations to the Virginia General Assembly regarding potential changes to the allowable Trespass Towing rates and regulations of the Code.

1.2 Objectives

The following are key objectives of the study:

- Review the Code of Virginia and local ordinances.
- Compare the Code of Virginia with national practices.
- Conduct an independent cost estimate for providing Trespass Tows.
- Recommend a methodology for future cost adjustments.
- Consider input from key stakeholders.
- Identify key issues and improvement opportunities.
- Prepare a final report with recommendations.

1.3 Scope

The primary scope of the study was to evaluate the current maximum allowable rate as regulated by Virginia Code § 46.2-1233.1 for private property Trespass Tows and provide recommendations on whether an increase is needed. The study was limited to private property Trespass Towing only and is not intended to include other non-consent tows such as police generated tows, or consent tows at the request of the vehicle owner. The scope is further limited to the initial towing activities and does not include related services such as vehicle storage or disposal of unclaimed vehicles.

Trespass Towing inherently creates a controversial environment between the vehicle owners, property owners, and towing operators. Vehicle owners often claim that Trespass Tows are opportunistic, predatory, and have excessive fees. Private property owners need Trespass Towing to efficiently run businesses or manage properties such as condominiums and apartment complexes. Towing operators are challenged with providing a profitable service where prices and practices are regulated. As a result, state and local governmental agencies must provide regulations and fee limitations that balance the needs of these stakeholders.

1.4 Methodology

The study includes several key tasks. The first task was performing background research to better understand the current regulation of towing rates and practices. This was followed by preparing an independent estimate of towing costs. The study approach also included gathering input from key stakeholders to validate and refine the cost information and industry issues for consideration. In summary, the methodology and approach to the study includes the following key tasks:

- Background Research
- Independent Cost Estimates
- Stakeholder Input

2.0 BACKGROUND RESEARCH

2.1 Overview

The initial efforts included performing background research confirming the study scope and summarizing current fees and practices. The Code of Virginia was then compared to national and local practices. The background research included the following:

- Literature search for towing related studies and publications.
- Review of national Trespass Towing practices and fees.
- Review of the Code of Virginia related to Trespass Towing.
- Review of local fees and ordinances related to Trespass Towing.

2.2 Literature Search

The background research began with a literature search to identify towing related studies, publications, and regulations. Several relevant studies by both private industry and governmental agencies were found.

2.2.1 Industry Reports

The literature search identified several industry reports relating to towing costs. In particular, the American Transportation Research Institute (ATRI) provides ongoing research relating to the trucking industry. Relevant reports include a compendium of national towing fees and regulations, operational costs for the trucking industry, and causes and countermeasures for predatory towing.

“Compendium of Towing Regulations” ATRI (2023): This report provides a nationwide summary of towing fees and regulations. This information, along with searches of individual state websites, was used to compare Virginia fees and regulations to national practices. The Compendium of Towing Regulations is found in Appendix B, or with the following link: [Compendium of State Towing Regulations \(truckingresearch.org\)](https://www.truckingresearch.org/research/compendium-of-state-towing-regulations)

“An Analysis of the Operational Costs of Trucking” ATRI (2024): This report provides general cost information for the trucking industry including labor, equipment, maintenance, fuel, and insurance. This information was used along with other sources to prepare an itemized estimate of towing costs. Access to this report can be requested from ATRI with the following link: [Economic Analysis \(truckingresearch.org\)](https://www.truckingresearch.org)

“Causes and Countermeasures of Predatory Towing” ATRI (2023): This report provides a general overview of predatory towing concerns experienced by the trucking industry. This report supports regulations for towing rates and the use of a total (flat) fee approach in place of itemized fees that can be arbitrarily changed. In general, it supports Virginia’s current practices towards regulation. Access to this report can be requested from ATRI with the following link: [Causes and Countermeasures of Predatory Towing \(truckingresearch.org\)](https://www.truckingresearch.org)

2.2.2 Governmental Agency Reports

Several reports from governmental agencies were also identified. One of the most recent is a 2023 Towing Cost Study prepared for the Vermont Legislature. The Vermont study also references the ATRI compendium report information. A memorandum by the U.S. Department of Transportation to the Federal Trade Commission regarding predatory towing was identified.

“Towing Practices in Vermont in Accordance with Act 41; Report to the Vermont Legislature” (January 2024): This report was prepared for the Vermont State Legislature in response to a review of towing fees and regulations. The report referenced national fees and regulations as summarized by the ATRI compendium. [Microsoft Word - 2024-01-30 Towing Practices Report - FINAL \(vermont.gov\)](https://www.vermont.gov)

“Transportation Statistics Annual Report” U.S. Department of Transportation (2023): This report was prepared by the U.S. Department of Transportation and provides general statistics and costs for transportation services. This information helped to develop a detailed cost estimate. [Transportation Statistics Annual Report 2023 \(bts.gov\)](https://www.bts.gov)

“Memorandum: Unfair or Deceptive Fees – Predatory Towing” U.S. Federal Trade Commission (02/07/2024): This memorandum supports the use of “total fee” regulations for consistency and discourages the use of itemized fees that can be arbitrarily changed by the tow operator. It also supports uniformity of codes and regulations and sharing of information among governmental agencies. [USDOT Supports Strong Protections for Truckers Against Predatory Towing Junk Fees | US Department of Transportation](#)

2.3 Review of National Towing Regulations and Fees

The background research efforts included a review of national towing practices, codes, and fees. A general comparison was made between Virginia practices and other states. The results of this national background review show that the Virginia Trespass Tow rate is within range of other states, but at the lower end. This indicates that an increase in the Virginia rate is reasonable.

2.3.1 Summary of National Trends

The national review of towing regulations, fees and practices identified significant and recent towing information in the 2023 publication “Compendium of Towing Regulations” by the ATRI. The publication provides a nationwide summary of state regulations and maximum fees regarding towing. The data was verified using searches of individual state web pages.

National Trends – States with Towing Regulations

Most states do not regulate maximum towing rates and fees. States with regulations use a variety of methods including total price, itemized costs, or combinations of base rates with mileage.

- 31 States (62%) do not have rate regulations or statutes for Trespass Towing.
- 19 States (38%) have some form of regulations and rate caps for Trespass Towing.
- 8 States (16%) have a maximum total rate for towing, without itemization.
- 8 States (16%) use a combination of base rate, mileage, administrative fees, etc.
- 3 States (6%) use maximum hourly rates.

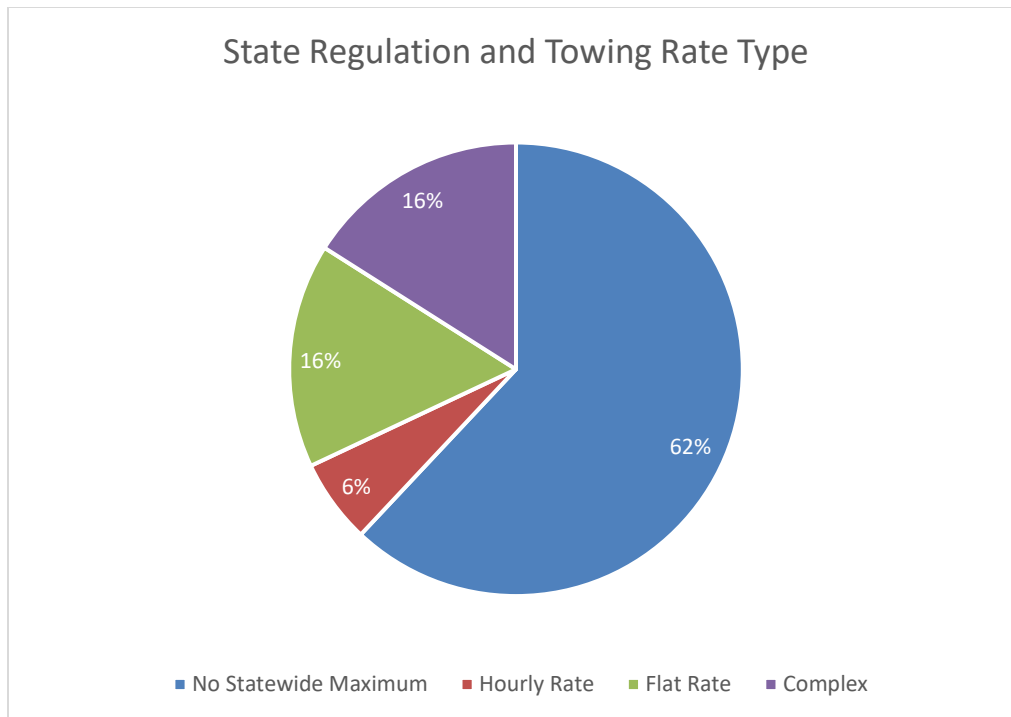


Figure 2.1 State Regulation and Towing Rate Type

Nationally, 19 states have regulations that limit the rates charged by towing operators as shown in Figure 2.1. In general, national rates range between \$125 and \$250. In comparison, the current Virginia rate of \$150 was last updated in 2018 and is at the lower end of the range. Additional information is included in section 3.0.

Towing Software & Data Mining

The national background review identified several states that are using statewide software programs to gather, store, and share towing data. Consideration should be given to introducing statewide towing software in Virginia.

A key benefit of using statewide towing software is it allows a variety of stakeholders (public, police, towing operators, insurance companies) to easily access information and locate a vehicle that has been towed. It also provides uniformity and consistency in the data formats and saves resources from responding to calls for missing vehicles that have simply been towed.

The software is typically developed by private companies with subscriptions paid for by governmental agencies. The software and databases are typically managed by statewide police agencies such as the highway patrol but shared with others. Examples include Nevada and Utah, which use a private software called AutoReturn: www.Tow.Utah.gov

In contrast, the Code of Virginia requires towing companies to report towing information to the local police department. This creates numerous databases and formats, increasing the difficulty for stakeholders to find a vehicle. The exception is Arlington County, which uses the AutoReturn towing software. A link to the website, which uses the software is: [Towed Vehicles – Official Website of Arlington County Virginia Government \(arlingtonva.us\)](http://www.ArlingtonVA.gov/towedvehicles)

The towing data can also be used for city planning, identifying towing hotspot locations, peak towing demand time, number of tows, time of tow, towing company complaints, and other information. Transparency helps both governmental agencies and towing operators to respond to complaints and improve their processes.

Towing Bill of Rights

The national background research identified several states that have introduced an Owner's Towing Bill of Rights that summarizes towing processes and allowable fee structure for non-consent towing. In general, it provides a simplified way of communicating towing regulations to the public. Many believe this information helps to address complaints and reduces perceptions of predatory towing. A Virginia Towing Bill of Rights is a potential opportunity for future consideration. An example is provided in Appendix D and can be accessed with the following web link: [Owner's Bill of Rights for Towed Vehicles.pdf \(dc.gov\)](https://www.dca.dc.gov/sites/default/files/dc/sites/oc/publication/attachments/Owner%27s%20Bill%20of%20Rights%20for%20Towed%20Vehicles.pdf)

2.4 Virginia Towing Regulations and Fees

Virginia Code § 46.2 includes several provisions relating to towing fees and regulations, which are accessible using the following web link: [Code of Virginia – Title 46.2. Motor Vehicles](http://www.leg1.state.va.us/cgi-bin/legp504.exe?000+0000+46.2)

Table 2.1 Summary of Virginia Towing Related Codes

Summary of Virginia Towing Related Codes	
Code § 46.2-118	Prohibited Towing Activities
Code § 46.2-119	Towing Complaint Process
Code § 46.2-644.1	Lien – Vehicle Storage
Code § 46.2-1200	Definitions
Code § 46.2-1211	Removal of Obstructing Vehicles
Code § 46.2-1215	Illegal to Leave Vehicle on Private Property
Code § 46.2-1216	Police Authority to Remove – Parking Citations
Code § 46.2-1217	Local Agency – Authority to Regulate
Code § 46.2-1231	Private Authority to Remove Trespassing
Code § 46.2-1233.1	Limitation on Towing Fees
Code § 46.2-1232	Localities May Regulate Trespass Tows
Code § 46.2-1233	Localities May Regulate Towing Fees

2.4.1 Observations of the Code of Virginia

A review of § 46.2 of the Code of Virginia provides the following observations relating to towing services:

Virginia Code § 46.2-1215 states that for vehicles left unattended on private property, localities may implement ordinances that allow vehicles to be removed by law enforcement after a period of 72 hours and with the complaint of the property owner. This section requires owners of private property with public parking to place signage warning that vehicles are subject to removal. This provision appears to be intended for “abandoned vehicles” but should be considered for review and edited for clarity so as not to be confused with, or contradict, other Trespass Towing codes such as Virginia Code § 46.2-1231.

Virginia Code § 46.2-1231 authorizes non-consent towing of vehicles from private property parking lots. This section allows a \$25 drop fee. The fee rate appears low and provides little incentive for towing operators to drop a vehicle rather than towing it. It is recommended to consider changing the language to allow a maximum drop fee between 40-50 percent of the Trespass Tow fee. Also, if included, the drop fee language should be moved to Virginia Code § 46.2-1233.1 so that it is placed with other fee references.

Virginia Code § 46.2-1233: defines and regulates the ability for localities to set Trespass Towing rates that are lower than the state maximum rate. This code also has language that defines a minimum fee of \$135 for towing specifically in planning District 8 (Loudoun, Prince William, Fairfax, Arlington, Alexandria, Manassas, Manassas Park) and District 16 (Spotsylvania, Caroline, King George, Stafford, Fredericksburg).

This minimum fee in Districts 8 and 16 appears to be arbitrary. If a minimum fee is used, consideration should be given to statewide use, and values based on regional differences or studies. In addition, consideration should be given to moving all fee related language to a single section in the Code (§ 46.2-1233.1). If a minimum fee is used, consideration should be given to representing it as a percentage of the maximum allowable rate. For example, *“the minimum allowable fee set by localities should be 75% of the maximum Trespass Towing fee.”*

Virginia Code § 46.2-1233.1 defines and regulates maximum allowable fees that can be charged for private property Trespass Tows, which is currently at \$150 for “passenger cars,” and has not been adjusted since 2018. The Code should be changed to reflect a new maximum allowable Trespass Tow fee based on the findings of this study. This section should also be changed to refer to Trespass Tows of light duty vehicles (up to 10,000 pounds) rather than “passenger cars.”

Revisions to this section should allow for annual inflationary increases to the maximum rate and fuel surcharge rates based on consumer price indexes along with a detailed towing cost study every 5-10 years.

Virginia Code § 46.2-1233.1 allows additional fees for night shifts, weekends, and holidays up to \$30 and a combination no greater than double (\$60). Based on current wage rates and labor laws, an increase in the additional shift fees does not appear to be justified at this time. This code also allows for an additional fuel surcharge, which expired in July 2024.

Finally, consideration should also be given to moving fee language from other sections of the Code of Virginia into § 46.2-1233.1 to provide clarity. Virginia Code § 46.2-1233.1 is included in Appendix A.

2.5 Local Towing Regulations and Rates

A review of towing ordinances for cities and counties in Virginia was performed. The local ordinances can be found using individual locality websites or web search engines such as: [Library | Municode Library](#).

In general, it was found that most counties (96%) and cities (57%) either don't have specific towing ordinances or reference the Code of Virginia. However, several cities and counties within planning Districts 8 and 16 were found to have introduced ordinances with variations of the towing weight definitions, thereby exceeding the state rate of \$150 for towing with GVWR between 7,000 and 10,000 pounds. In contrast, there are several localities in more rural areas that have set maximum towing rates less than that allowed by the Code of Virginia.

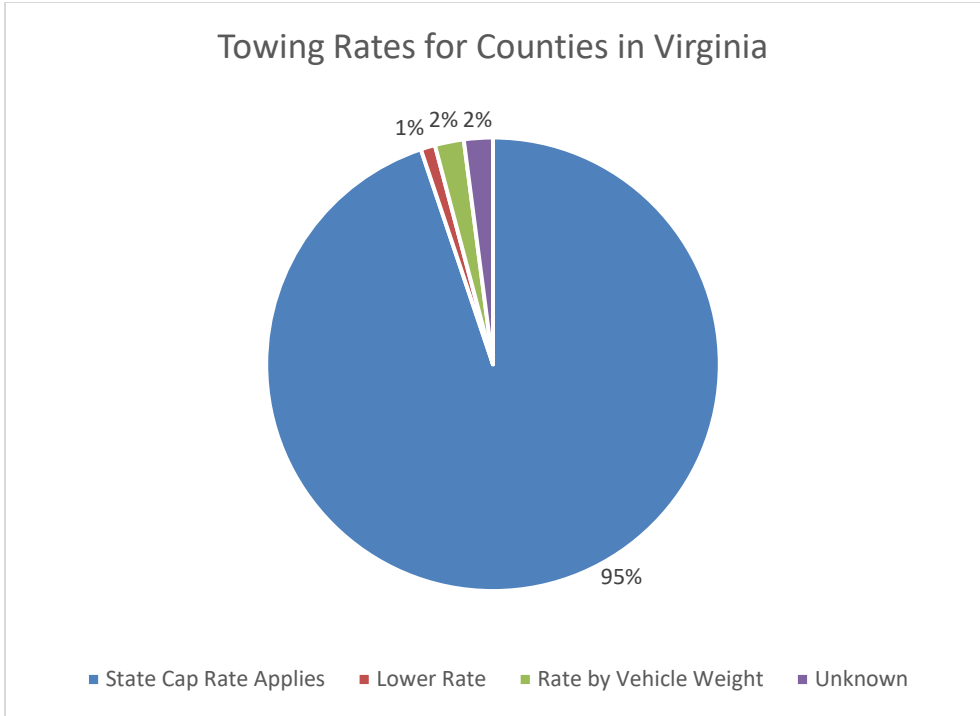


Figure 2.2 Towing Rates for Counties in Virginia

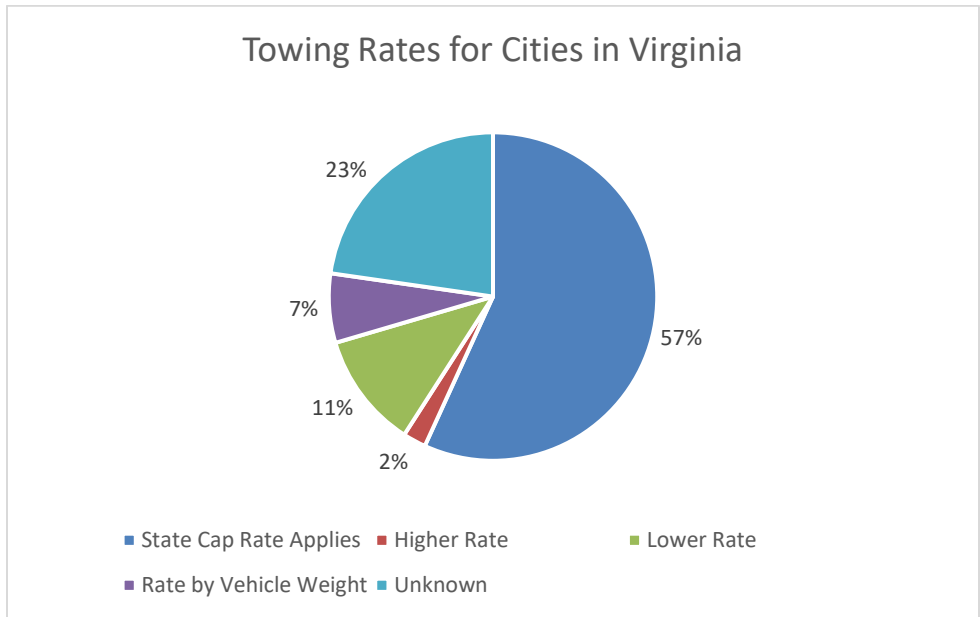


Figure 2.3 Towing Rates for Cities in Virginia

2.5.1 Observations of Local Ordinances

A review of county and city ordinances in Virginia identified several local ordinances that either were lower than or exceeded the state maximum allowable Trespass Tow rate of \$150, including the following:

Planning Districts 8 & 16: Virginia has 21 established planning district commissions (PDC). The PDCs are voluntary associations of local governments established to foster intergovernmental cooperation. Virginia Code §46.2-1233 has specific language that allows a minimum towing rate of \$135 in Districts 8 and 16. Consideration should be given to either eliminating the minimum Trespass Tow rate or expanding it statewide.

Arlington County: The ordinances of Arlington County define a maximum Trespass Towing rate of \$135 for tows with a GVWR up to 7,000 pounds. This base rate appears to be lower than the state rate of \$150. However, the county historically has allowed a \$25 fuel surcharge in addition to the \$135 baseline rate. In addition, the county ordinances allow for towing rates up to \$250 for vehicles with GVWR between 7,000 and 10,000 pounds. Essentially, the county ordinances exceed the state maximum rate for vehicles above 7,000 pounds GVWR. There are other counties in planning Districts 8 and 16 that have adopted similar approaches. [Towed Vehicles – Official Website of Arlington County Virginia Government \(arlingtonva.us\)](http://arlingtonva.us)

In response to potential ambiguity with the local ordinances, consideration should be given to changing the language in Virginia Code § 46.2-1233.1 to specify the maximum allowable tow rates, using language that defines light duty vehicles as those with a GVWR up to 10,000 pounds. Nationally, most agencies, vehicle manufacturers, and the trucking industry, use this definition for a light duty vehicle or tow.

City of Alexandria: The City of Alexandria has a maximum Trespass Towing rate of \$135 with a \$25 fuel surcharge for tows with a GVWR up to 7,000 pounds. The local ordinance allows for a higher rate of \$250 for GVWR of 7,001 to 10,000 pounds and \$500 for GVWR 10,001 pounds or more. These rates are based on the language using GVWR weight classifications rather than the Code of Virginia using “passenger vehicles.” Consideration should

be given to changing the language in Virginia Code § 46.2-1233.1 from “passenger cars” to “light duty, having a GVWR up to 10,000 pounds.”

City of Virginia Beach: Virginia Beach ordinances allow for a maximum Trespass Towing rate of \$200 for GVWR up to 10,000 pounds, \$350 for GVWR 10,001 to 17,999 pounds, and \$575 for GVWR 18,000 pounds or more. The rates exceed the Code of Virginia but do so by defining tow rates based on GVWR language, whereas the Virginia Code language is for “passenger cars.”

City of Richmond: The ordinances for Richmond regulate a maximum Trespass Towing rate of \$135 for GVWR up to 10,000 pounds, which is less than the maximum in the Virginia Code. There are several other localities with rates lower than the state rate. Most are no lower than \$135. Consideration should be given to setting a minimum value in the Virginia Code represented as a percentage, such as 75% of the maximum Trespass Tow rate.

2.6 Summary of Background Research

1. The national search shows a majority (62%) of states do not have towing rate regulations.
2. A new maximum Trespass Tow rate between \$200 and \$210 appears reasonable, in comparison to national trends. Background research shows maximum rates range from \$150 to \$250.
3. The national search identified several states using statewide towing software managed by State Highway Patrols or State Departments of Transportation with access given to other stakeholders. Use of statewide software could provide uniformity of data and data mining opportunities.
4. Several states have introduced a Towing Bill of Rights that summarizes towing regulations and fees. States using a Towing Bill of Rights feel it helps both governmental agencies and towing operators to more effectively communicate, reducing perceptions of predatory towing.
5. Most localities in Virginia reference or use the Code of Virginia maximum allowable Trespass Tow rate of \$150.

6. Several counties and cities have adopted lower rates, typically \$135, that are lower than the Virginia allowable rate. In general, these localities tend to be in rural areas.
7. Some counties and cities have adopted local ordinances that exceed the Virginia rate by allowing for higher rates using tow weight definitions (GVWR) in place of the Virginia Code that references “passenger cars.” These localities tend to be within Virginia Planning Districts 8 and 16.
8. Virginia Code § 46.2-1233.1 has language that references “passenger cars” instead of using standard industry definitions of a light duty vehicle (GVWR up to 10,000 pounds).
9. Several sections of the Code of Virginia have references to ancillary towing fees such as drop fees and fuel surcharges, which should be considered for updates and placed with other towing fees under a single code if possible.
10. Virginia Code § 46.2-1233 allows for a minimum rate of \$135 for planning Districts 8 & 16. This does not apply to other locations, creating potential uniformity issues.

3.0 COMPARATIVE COST ESTIMATES

3.1 Overview

The core purpose and scope of the study is to assist the SCC in evaluating the current maximum allowable rate charged by towing operators for private property Trespass Towing.

Simplified cost estimates using comparisons to inflation indexes or practices by other agencies are reasonable for estimating short term or annual inflation adjustments to an established baseline cost rate. Once a new baseline rate is established, the simplified methods can be used for several years. These methods include:

- Comparison to other state rates (reasonable range)
- Comparison to inflation (Consumer Price Index)

Over longer periods of time more detailed cost estimates should be performed. The detailed cost estimates are used to confirm or reset the baseline rate. Detailed estimates should be performed every 5 to 10 years depending on volatility in economic conditions. A detailed cost estimate is presented in section 4.0 of this report.

3.2 Cost Estimate Based on Comparison to Other States

As part of the study, background research was performed that included a review of national towing regulations and rates (see section 2.0). Of the states that do have regulations, the allowable towing rates generally range between \$150 and \$250. Several states have rates above \$200. Based on a comparison to national rates, an increase in the current Virginia rate of \$150 to a new rate between \$200 and \$210 appears reasonable. However, this is a general comparison, and other cost-estimating methods should also be considered.

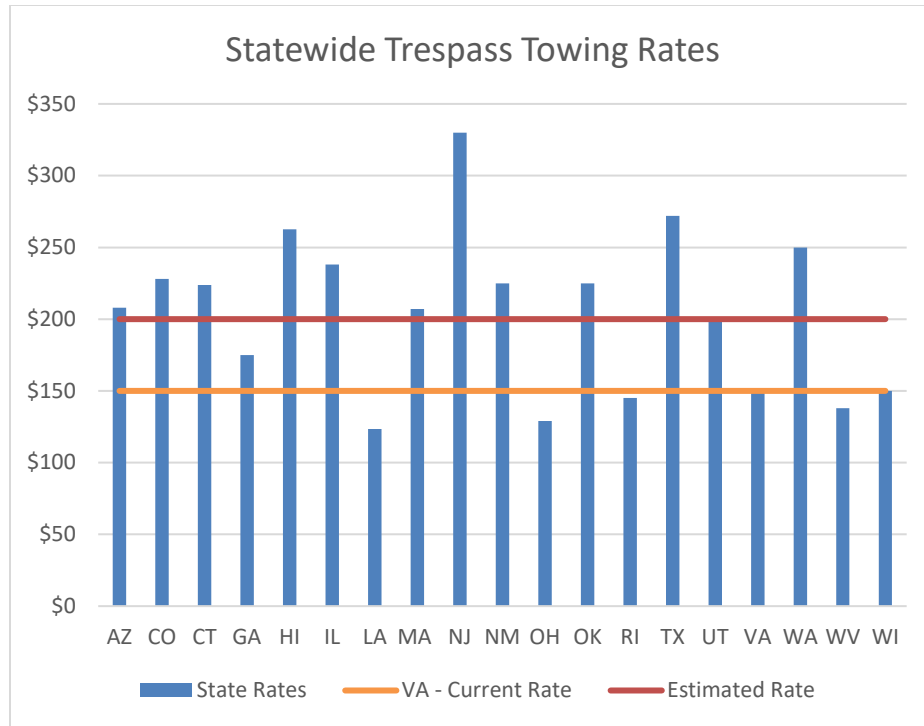


Figure 3.1 National Trespass Towing Rates

Several states have rates above \$200 including Utah (\$201), Colorado (\$228), and Texas (\$276). At the high end, Hawaii allows a base rate of \$75 with an additional \$7/mile. Hawaii’s higher rates are likely due to higher fuel and equipment costs. Surrounding states to Virginia have a variety of allowable maximum towing rates including West Virginia (\$138), Maryland (\$250), Delaware (No Cap), District of Columbia (\$100), and North Carolina (\$150).

3.3 Cost Estimate Based on Transportation Inflation Indexes

The current Virginia maximum allowable rate for Trespass Towing is \$150. This baseline rate went into effect in 2018 and has not been adjusted over time to account for inflation and changes in economic conditions. As a simplified method, the current baseline rate can be adjusted using inflation indexes over short periods of time, typically up to 5 years. These inflation indexes are available from governmental sources including the U.S. Bureau of Labor Statistics (BLS), U.S. Bureau of Transportation Statistics (BTS), and standard financial rates of return (typically 4%). Several members of Virginia towing associations have proposed that rates

could be adjusted annually with simplified adjustments based on available inflation data. Inflation can be tracked from two perspectives, the consumer, and the producer.

3.3.1 Transportation Consumer Price Index (TCPI)

The BLS tracks inflation of consumer goods and services using the Consumer Price Index (CPI). The CPI is a measure of the average change over time in the prices paid by urban consumers for predefined goods and services. Consumer price indexes are also tracked for subcategories of goods and services. One of these is the Transportation Consumer Price Index (TCPI) which is provided by the BTS. The TCPI considers several cost factors such as the vehicle, fuel, maintenance, and insurance.

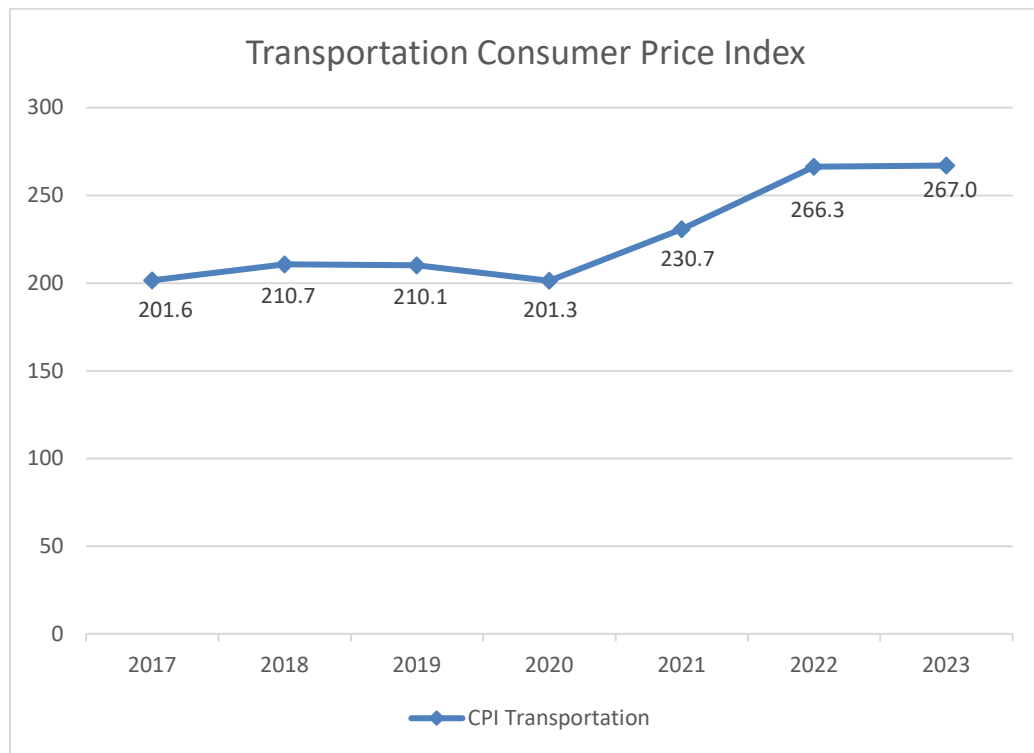


Figure 3.2 Transportation Consumer Price Index

The TCPI can be used as a general inflation indicator of towing costs over time. In 2017 the overall TCPI was 201.6, and in 2023 it was 267.0. This corresponds to an increase of 32.44% over this period, and the current maximum rate of \$150 would be \$198.66 if adjusted for inflation using the TCPI.

3.3.2 Transportation Producer Price Index (TPPI)

The BTS also tracks changes in transportation costs from the perspective of the producer rather than the consumer. This inflation is referred to as the Producer Price Index (PPI).

Within the transportation category are subcategories for the trucking industry. The Transportation Producer Price Index (TPPI) for trucking can be used as a general indicator to measure inflation of towing service costs over time.

In 2017 the overall TPPI for trucking was 130.3, and in 2023 it was 181.7. This corresponds to an increase of 39.45% over this period, and the current Virginia maximum rate of \$150 would be \$209.17 if adjusted for inflation.

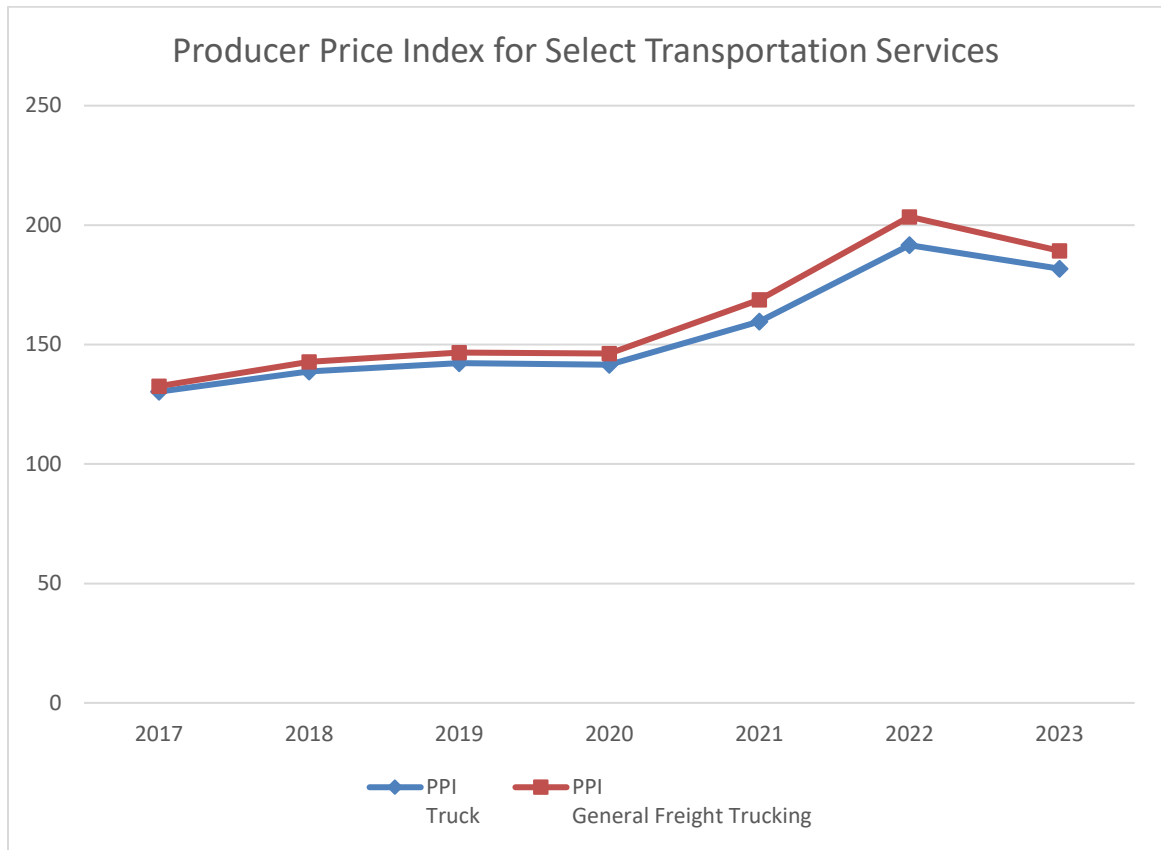


Figure 3.3 Producer Price Index for Select Transportation Services

3.3.3 Economic Inflation Modeling Rate

Finally, it is common for economic models and forecasts to use a default inflation rate of 4.0% when more detailed inflation information is not available. Starting with a base rate of \$150 in 2018, the current rate for towing costs would be \$189.80 if adjusted for inflation.

3.3.4 Economic Trends During COVID Pandemic

During normal economic conditions, annual adjustments for inflation can typically be made to the baseline towing rate using inflation indexes. However, economic conditions and inflation varied dramatically due to the COVID pandemic (2020 to 2022). In general, the COVID years show a sharp decline in the economy and inflation, followed by abnormally high inflation as businesses were filling backlogs of materials, goods, and services. These fluctuations in economic conditions support performing a more detailed cost estimate at this time in addition to the short-term simplified methods using consumer price indexes.

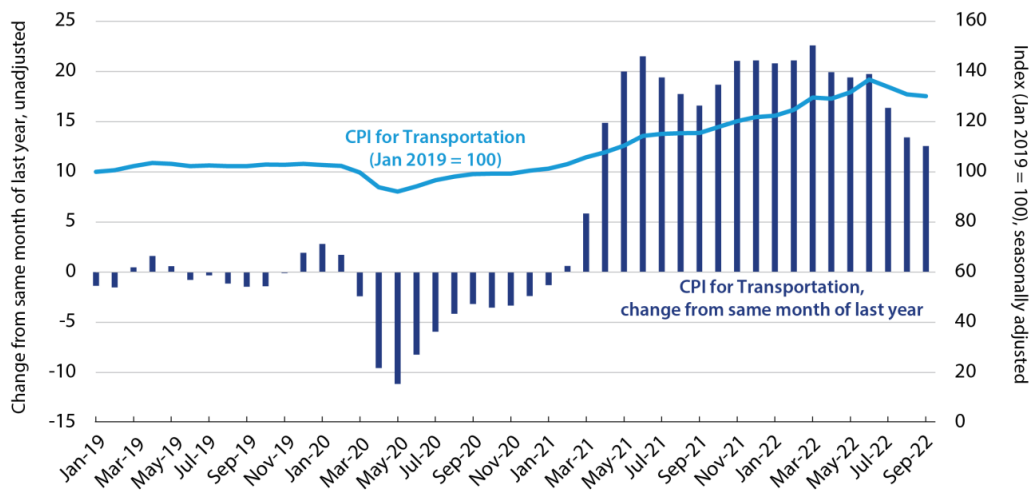


Figure 3.4 CPI for Transportation During COVID Years (2019-2022)

3.4 Summary of Comparative Cost Adjustments

There are a variety of simplified approaches that can be used to adjust baseline maximum allowable Trespass Towing rates for inflation changes. These methods work best for short term or annual adjustments up to 5 years. Specifically, inflation indexes (TCPI and TPPI) for the transportation industry are readily available from the BTS and offer a simplified method of adjusting allowable Trespass Tow rates for inflation for shorter periods of time.

Using the TCPI, the current \$150 maximum allowable Trespass Towing rate adjusted for inflation is approximately \$200. Using the Transportation Producer Price Index (TPPI), the current \$150 maximum allowable Trespass Towing rate adjusted for inflation is approximately \$210. Using these price indexes, an increase in the current rate of \$150 to a new baseline rate of \$200 to \$210 appears reasonable.

Due to the length of time since the allowable Trespass Towing rate was last updated and economic fluctuations during the pandemic, a detailed cost estimate is also justified. Once a new baseline rate is established, annual adjustments to towing rates can be estimated using readily available inflation indexes. However, a detailed cost estimate should be prepared every 5 to 10 years.

4.0 DETAILED TOWING COST ESTIMATE (PRO FORMA)

4.1 Overview

Forecasting and estimating of costs, revenues, and other financial information are often referred to as “pro forma” statements. This section provides a pro forma detailed cost estimate for Trespass Towing costs.

4.2 Cost Variations

Estimating costs for towing services is complex. There are numerous towing services, business scenarios, and assumptions that can influence the estimate.

4.2.1 Cost Variations by Towing Types

The two primary categories of towing are consent towing and non-consent towing.

Consent Towing refers to tows initiated and authorized by the vehicle owner who negotiates a price and selects the towing company. Because the vehicle owner negotiates the service and price, governmental agencies typically do not regulate allowable rates for consent towing. These types of tows are typically for mechanical breakdowns or weather-related reasons. Consent tows typically have the lowest prices due to the ability to negotiate, longer response times, and group rates from auto-clubs and insurance companies.

Non-Consent Towing refers to tows that are initiated without the consent or authorization of the vehicle owner. Because the vehicle owners do not select the towing company or negotiate a price, governmental agencies often set maximum allowable rates and regulations for non-consent towing. Non-consent tows are typically for private property parking enforcement (Trespass Tows) and police generated tows (accidents, criminal activity, public safety).

Non-consent towing rates are typically higher than consent towing. Of these, police generated tows typically have the highest rates due to factors such as response times, debris cleanup, traffic hazards, and the need to restore traffic operations quickly. As a general

benchmark, the rates for private property (trespass) tows are typically higher than consent towing, and lower than police initiated (non-consent) towing.

4.2.2 Cost Variations by Business Scenarios

There are endless variations of business scenarios for towing companies. The costs vary for each of these scenarios. Some businesses only provide towing services. However, the majority also provide other services such as vehicle storage and auto repairs. Most towing businesses have less than 20 employees and a few trucks. Others are larger (over 50 employees) and have numerous trucks. The costs for each of these scenarios are different, and it is not feasible to provide a separate cost estimate for each business scenario. However, for cost estimating purposes, a smaller company scenario was used with the assumption that a larger company is simply a multiplier of scale.

4.2.3 Pro Forma Estimate and Cost Categories

An independent pro forma cost estimate, shown in Figure 4.1, was prepared to summarize individual costs that a towing business would experience. The cost estimate can be used along with other cost estimating methods to provide a reasonable range of towing costs that can be used by decision makers to set new allowable towing rates that balance the interests of the public, towing businesses, private property owners, and governmental agencies. The cost estimate includes several key cost categories:

- Labor Costs (wages and fringe benefits)
- Equipment Costs (trucks, insurances, maintenance)
- Fuel
- General Overhead

Table 4.1 Itemized Cost Schedule for Non-Consent Light Duty Trespass Tows

ITEMIZED SCHEDULE 2024 NON-CONSENT LIGHT DUTY TRESPASS TOWS						
	ACCOUNT DESCRIPTION	Costs	Cost Category Percentages	Percentage of Total Costs	Cost Per Tow	
DIRECT EXPENSES	LABOR EXPENSES					
	TOTAL WAGES - LABOR EXPENSES					
		Hourly Wage - Tow Driver	\$26.92			
		Hourly Wage - Office Admin	\$23.05			
		Total Annual Labor (Tow Driver) 2080 Hours/Year	\$55,994	100.00%		
		Less - Indirect Labor (OH) 20% - 416 Hours	-\$8,399	-15.00%		
		Less - Fringe Labor (Holiday/PTO) 160 Hours	-4,307	-7.69%		
		Net Direct Labor (Towing)	\$43,287	77.31%	15.53%	\$27.75
	FUEL EXPENSES					
		Average Fuel Cost of Diesel per Gallon	\$4.00			
		Number of Miles Driven per Year	60,000			
		Mileage Efficiency (MPG)	6.5			
		Fuel Costs	\$36,923		13.24%	\$23.67
	EQUIPMENT EXPENSES					
		Purchase Cost - New Class 5 Tow Truck	\$140,000			
	Tow Truck Depreciation (5 Year Term)	\$28,000	45.70%	10.04%		
	Tow Truck Financing (Calculated 5 Years @ 9%)	\$6,874	11.22%	2.47%		
	Licensing, Truck Property Taxes, Etc.	\$2,000	3.26%	0.72%		
	Truck Insurances (Vehicle, Cargo)	\$12,000	19.58%	4.30%		
	Towing Supplies (Cables, Straps, Chains, Etc.)	\$4,000	6.53%	1.43%		
	Routine Maintenance & Repairs (\$700/mo.)	\$8,400	13.71%	3.01%		
	Total Equipment Costs	\$61,274	100.00%	21.98%	\$39.28	
FRINGE BENEFITS	FRINGE BENEFIT EXPENSES					
		Social Security Match (6.20%)	\$3,472	6.20%	1.25%	
		Medicare Match (1.45%)	\$812	1.45%	0.29%	
		Workers Comp Insurance (5.66%)	\$3,169	5.66%	1.14%	
		Federal (FUI) and State (SUI) Unemployment 1.85%	\$1,036	1.85%	0.37%	
		Fringe Labor: PTO (80 Hours/Year)	\$2,154	3.85%	0.77%	
		Fringe Labor: Holiday Pay (80 Hours/Year)	\$2,154	3.85%	0.77%	
		Health, Dental, Vision Ins. (28% of Total Wages)	\$16,000	28.57%	5.74%	
		Life Insurance	\$520	0.93%	0.19%	
		Retirement - 401K (5.00% of Total Wages)	\$2,800	5.00%	1.00%	
		Shift Differentials	\$0	0.00%	0.00%	
	Total Fringe Benefits	\$32,116	57.36%	11.52%	\$20.59	
OVERHEAD	GENERAL OVERHEAD (INDIRECT EXPENSES)					
		Indirect Labor - Tow Driver - 20% - Idle, Training, Etc.	\$11,199	10.64%	4.02%	
		Office Admin - Dispatch Support - Shared Cost	\$23,972	22.78%	8.60%	
		Fringe Benefits - Office Admin Support	\$13,749	4.93%	4.93%	
		Towing Software (Dispatch, Records, Etc.)	\$3,600	3.42%	1.29%	
		Accountant, Software, Payroll	\$4,800	4.56%	1.72%	
		Office Space & Truck Garage - Shared Cost	\$12,000	11.40%	4.30%	
		Office Equipment (Computer, Tablets, Copiers, Etc.)	\$2,400	2.28%	0.86%	
		Software Subscriptions (Microsoft, Adobe, Etc.)	\$1,800	1.71%	0.65%	
		Communications - Office (Internet, Phone, Fax)	\$2,400	2.28%	0.86%	
		Communications - Field (Cell Phone & Tablets)	\$1,200	1.14%	0.43%	
		Office Supplies (\$200/Month)	\$2,400	2.28%	0.86%	
		Office Cleaning and Maintenance	\$1,800	1.71%	0.65%	
		Utilities (\$500 per Month)	\$6,000	5.70%	2.15%	
		Postage	\$1,500	1.43%	0.54%	
		Outside Printing and Copy	\$1,500	1.43%	0.54%	
		Insurance - General Liability	\$600	0.57%	0.22%	
		Insurance - Office Rental	\$1,200	1.14%	0.43%	
		Office Furniture	\$1,200	1.14%	0.43%	
		Financial - Credit Card Transaction Fee (2%)	\$6,000	5.70%	2.15%	
		Training - Professional & Safety	\$1,200	1.14%	0.43%	
		Business Licenses, Registrations, Etc.	\$500	0.48%	0.18%	
		Signing, Trespass Properties	\$2,400	2.28%	0.86%	
		Marketing - Websites, Business Cards, Flyers	\$1,200	1.14%	0.43%	
		Medical, Drug Testing, Background Checks	\$600	0.57%	0.22%	
		Total General Overhead (Indirect Expenses)	\$105,220	91.86%	37.74%	\$67.45
		TOTAL Costs Before Profit	\$278,820		100.00%	\$178.73
	Profit 15%	\$41,823			\$26.81	
	Total (Expenses + Profit)	\$320,643				
	Number of Tows per Truck per Year (130 per month)	1560				
	Average Cost - Light Duty Tow				\$205.54	

4.3 Labor Costs

Labor costs are a sizable portion of the costs for providing towing services. At a minimum, for a small towing company, this would include costs for the tow truck driver and an administrative person who assists with dispatch, invoices, and communication with others. Labor costs include the direct wages, and the cost of benefits paid by the employer (fringe benefits).

4.3.1 Tow Driver Direct Labor Rates

Tow truck drivers are compensated in a variety of ways including an annual salary, an hourly wage, and by a commission for each tow. To estimate tow truck direct labor costs, we used 2023 data from the BLS, category 53-5032 (Heavy and Trailer Truck Driver), and an estimated labor rate of \$26.92 per hour.

Assumptions: In estimating towing costs, we assume that on average the typical time to provide a Trespass Tow is no more than an hour, and the direct labor cost of the tow truck driver is \$26.92 per tow.

Table 4.2 Employment Estimates for Heavy and Tractor-Trailer Truck Drivers

Employment	Employment RSE	Mean Hourly Wage	Mean Annual Wage	Wage RSE
2,044,400	0.7%	\$26.92	\$55,990	0.3%

Table 4.3 Percentile Wage Estimates for Heavy and Tractor-Trailer Truck Drivers

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$18.00	\$22.08	\$26.12	\$30.29	\$36.91
Annual Wage	\$37,440	\$45,920	\$54,320	\$63,010	\$76,780

4.3.2 Office Administrative Direct Labor Rates

Towing services require the support of office administrative positions who assist with answering calls, dispatching tows, maintaining tow records, and invoicing. Office administrative costs are included as part of general overhead because they are not directly related to generating revenue. To estimate office administrative direct labor costs, 2023 data from the BLS, category 43-000 (Office and Administrative Support Occupations) was used, with a mean labor rate of \$23.05 per hour. Similar labor cost rates were observed in survey responses from the towing industry (section 5.0).

Assumptions: In estimating towing costs, we assume that on average the typical time an office administrative person spends for a Trespass Tow is no more than half an hour and the direct labor cost of the office administrative person is \$11.52 per tow. It is assumed that the remainder of time for an office administrative person is spent on other services such as storage lots.

Table 4.4 Employment Estimates for Administrative and Office Support

Employment	Employment RSE	Mean Hourly Wage	Mean Annual Wage	Wage RSE
18,533,450	0.1%	\$23.05	\$47,940	0.1%

Table 4.5 Percentile Wage Estimates for Heavy and Tractor-Trailer Truck Drivers

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$14.54	\$17.39	\$21.39	\$26.97	\$34.35
Annual Wage	\$30,240	\$36,170	\$44,480	\$56,100	\$71,440

4.3.3 Labor Fringe Benefit Costs

In addition to direct wages or salaries, employees receive other benefits as part of their compensation that are often referred to as fringe benefits. These fringe benefits typically include

employer paid items such as social security match, federal unemployment insurance, workers compensation insurance, health care, retirement, holidays, and paid time off (PTO). BLS and other sources show these benefits commonly range from 45% to 60% of direct labor costs, or wages. We estimate fringe benefits at approximately 57% of direct labor costs.

Table 4.6 Fringe Benefits Cost Summary

Cost Item	Percentage of Direct Wages	Information Source
Social Security	6.20%	IRS and Social Security Administration
FUI & SUI Unemployment Insurance	1.85%	IRS and Social Security Administration
Medicare	1.45%	IRS and Social Security Administration
Workers Compensation	5.66%	Virginia State Corp. Commission
Retirement (401K) Match	5.00%	BLS, Fidelity, T. Rowe Price, etc.
Health Insurance	28.57%	BLS, Healthcare Marketplace
Life Insurance	0.93%	Various Provider Interviews
Holiday Pay	3.85%	BLS
Paid Time Off (PTO)	3.85%	BLS
Total Fringe Benefits	57.36%	

4.4 Fuel Costs

Fuel costs are a significant portion of costs for Trespass Towing. Fuel for tow trucks can be either gasoline or diesel. For estimating purposes, we estimated using diesel fuel rates as trucks using diesel fuel tend to have longer engine life, better performance, and are preferred by tow companies.

4.4.1 Current Costs and Historical Trends

Historical prices and trends for diesel fuel are available from several sources including the U.S. Energy Information Administration (EIA) and auto club websites such as AAA. Our research indicates that diesel fuel prices in Virginia over the past 12 to 18 months have been steady, ranging between \$3.70 and \$3.90 per gallon. For estimating purposes, we use a rate of \$4.00 per gallon, a fuel efficiency of 6.5 miles per gallon, and a tow distance not to exceed 50 miles on average. This calculates out to a current cost of \$30.77 per tow.

4.4.2 Fuel Surcharge and Annual Rate Adjustments

Fuel surcharges are allowed for many industries to account for exceptional increases (25% or more) in fuel prices that are sustained for an extended period (typically 60 days or more). The Code of Virginia previously allowed for fuel surcharges. However, the language in the Code does not appear to define parameters or limits on when fuel surcharges should be allowed. Changes should be considered to the Code of Virginia specifying sources of fuel price information, price thresholds when surcharges are allowed, and formulas for the additional costs.

Annual inflationary adjustments to the base Trespass Towing rate also include adjustments for fuel price changes. However, when there are exceptional short-term increases in fuel prices between annual adjustments, a fuel surcharge of \$6.00 for every \$1.00 increase in fuel prices is reasonable based on towing distance and fuel economy. The fuel surcharge should only be considered for the portion of fuel costs above the previous year's average diesel fuel price. Fuel cost data is available from the U.S. Energy Information Administration for the Lower Atlantic Region. As the overall Trespass Towing rate is adjusted annually for inflation, a new baseline fuel cost rate and need for fuel surcharges should also reset.

Lower Atlantic (PADD 1C) No 2 Diesel Retail Prices



 Data source: U.S. Energy Information Administration

Figure 4.1 Average Diesel Prices in the Lower Atlantic Region

Table 4.7 Virginia Average Gas Prices from AAA on June 25, 2024

	Regular	Mid-Grade	Premium	Diesel
Current Avg.	\$3.012	\$3.495	\$3.869	\$3.548
Yesterday Avg.	\$3.025	\$3.502	\$3.878	\$3.558
Week Ago Avg.	\$3.089	\$3.566	\$3.938	\$3.596
Month Ago Avg.	\$3.287	\$3.740	\$4.117	\$3.704
Year Ago Avg.	\$3.594	\$4.001	\$4.351	\$4.339

4.5 Equipment Costs

The costs of tow truck equipment are one of the highest costs in providing towing services. The equipment cost category includes depreciation of the purchase price of the tow truck, financing costs, vehicle insurance, cargo insurance, repairs, general maintenance, and ancillary equipment such as tow straps and dollies.

Assumptions: Several assumptions were made in estimating equipment costs. Direct data was used where possible. The results from an online survey distributed to the towing industry provided similar values to these assumptions, which include:

- Truck Type: Class 4 with wrecker configuration (10,000 pounds GVWR capacity).
- Condition: Most purchase new equipment.
- The average cost of a new truck is \$140,000.
- Depreciation: 5-year straight line.
- Average miles driven: 60,000 miles per year.
- Financing: 5 years at 9.0%.

4.5.1 Purchase Prices & Amortization Life (Class 4)

Based on manufacturers' publications, we believe that a Class 4 tow truck with a wrecker configuration has the capacity to provide light duty tows at least up to 10,000 pounds GVWR. Our review of tow truck dealerships, trucking industry data, and survey results show that the typical price of a new Class 4 tow truck with a wrecker configuration ranges from \$130,000 to \$140,000 depending on its specific features. Our estimate uses a purchase price of \$140,000, with a straight-line depreciation term of \$28,000 per year. This information is supported by the results of the survey and feedback from the towing industry.

4.5.2 Maintenance & Repair Costs

Routine preventive maintenance and minor repairs are necessary to keep a tow truck in good working condition. Routine costs include those for items such as oil changes, tires, filters, brakes, belts, and cleaning. Estimates for routine maintenance were made using trucking industry and supplier information. Costs were also compared to survey results from the trucking industry. According to rough estimates, tires typically cost up to \$300 each and last 30,000 miles. Oil changes can cost \$200 and last 5,000 miles. Brakes can cost up to \$1,000 every 40,000 miles. A general cost allowance of \$200 per month (\$2,400 per year) was included in the cost estimate for routine maintenance.

As a tow truck ages, components wear out and the need for moderate to major repairs becomes necessary. Examples include broken water pumps, cooling systems, electrical systems,

and major engine or transmission work to bring the vehicle back into working condition. Cost estimates were made using industry data and survey input. Mechanical repairs can easily cost several thousand dollars. A general cost allowance of \$500 per month (\$6,000 per year) is included in the cost estimate for mechanical repairs.

4.5.3 Vehicle Insurance Costs

Towing companies experience significant insurance costs to cover damage to their tow truck, property damage, bodily injury to other drivers, and the cargo they carry. Costs can vary dramatically depending on variables such as accident and driving history, value of equipment, and mileage driven. Our estimates used a variety of sources including trucking industry reports (ATRI – Operational Costs of Trucking), BLS data, insurance company websites, and survey results. A general cost allowance of \$1,000 per month (\$12,000 per year) per truck is included in the cost estimate for vehicle insurance.

4.6 Overhead Costs

In addition to direct costs of labor, fuel and equipment, towing companies experience significant general overhead costs to run their business. General expenses include those for items such as administrative office support, office rent, office supplies, utilities, communications, general liability insurance, and training.

4.6.1 Indirect Labor for Tow Truck Drivers

Tow truck drivers do not spend all their available hours providing towing services. Time must be allotted for non-towing activities such as attending training, meetings, drug testing, and idle time. This indirect labor is considered a general overhead cost. Time off for holidays and PTO is included with fringe benefit costs. Labor cost values are also included in section 4.3. As part of the general overhead costs, an allowance of 20% of available hours is included for indirect labor for tow truck drivers.

4.6.2 Indirect Labor for Administrative and Office Support

Most towing companies have an administrative office support person to assist with running the business. Their time is typically split between activities related to towing services and other services such as vehicle storage or auto repair. Tasks related to towing services include answering calls, dispatch coordination, maintaining towing records, invoicing, and general office administration. A general allowance of 30 minutes per tow (50% of available time) is included in general overhead costs for office administrative support. The remaining time is assumed to be prorated and covered by other business services and revenues.

4.6.3 Office Rent

Office rent is included as part of general overhead expenses. A review of real estate rental web sites in Virginia was used to estimate office rental rates. In general, office property rates are \$2.00 per square foot per month. An office size of 1,000 square feet was assumed. The towing survey supports the general assumption that most towing companies share office space that also provides vehicle storage or other services. As a result, 50% of office rental expenses are prorated for towing services and the remainder for other services.

4.6.4 Credit Card Fees

Most vehicle owners pay with credit cards, with banks and credit card companies charging retail companies a transaction fee. A search of multiple major credit card companies showed that merchant processing fees range from 1.5% to 3.5%. A 2% cost for credit card fees is included in the cost estimate.

4.6.5 Private Property Signage

An estimated cost of \$200 per month (\$2,400 per year) is included in the cost estimate to allow for the maintenance of towing signage on private property. These signs are required by the Code of Virginia and require periodic maintenance or replacement due to theft, vandalism and wear.

4.6.6 Towing Software

Most if not all towing companies use towing software to assist with dispatch, directions, and towing records. Software products such as TowBook and AutoReturn are commonly used by towing operators. A background review of software providers show that these costs are approximately \$300 per month.

4.6.7 Miscellaneous Overhead Costs

The following miscellaneous general overhead costs were estimated using a variety of sources including consumer price indexes, service websites, and survey responses:

Table 4.8 Summary of Miscellaneous Overhead Costs

Overhead Item	Monthly	Yearly
Towing Software Subscriptions	\$300/month	\$3,600/year
Accounting	\$400/month	\$4,800/year
Computer Software Subscriptions	\$150/month	\$1,800/year
Utilities	\$500/month	\$6,000/year
Office Equipment	\$100/month	\$1,200/year
Office Supplies	\$200/month	\$2,400/year
Office Cleaning & Maintenance	\$150/month	\$1,800/year
Postage	\$125/month	\$1,500/year
Printing and Copy	\$125/month	\$1,500/year
Insurance: General Liability	\$50/month	\$600/year
Insurance: Office Rental	\$100/month	\$1,200/year
Professional & Safety Training	\$100/month	\$1,200/year
Medical, Background, Drug Testing	\$50/month	\$600/year

4.7 Profit Margin

Profit margins are incentives to compensate businesses for investing “at risk” working capital to start, manage, and operate a business. Without reasonable profit margins, businesses would simply invest available capital in other opportunities.

In a simple way, profit margins can be thought of as a return on investment, or how much is made from investing money. Profit margins are typically based on factors such as risk and complexity of services that the investments provide. For example, money invested in a lower risk bank savings account typically gives lower rates of return than money invested in the stock market.

Profit margins for businesses generally range from 10-20 percent. Lower risk professional services such as accounting typically have lower rates, and higher risk businesses such as construction have higher rates. A profit margin of 15% is used for the cost estimate, based on a moderate risk and uncertainty of towing services.

4.8 Summary of the Detailed Cost Estimate

A detailed pro forma cost estimate was performed. Based on the data gathered and assumptions made, a towing cost of approximately \$205 was determined. The cost estimate presents a fair representation for a variety of towing businesses, small and large. Balanced assumptions and average costs were used. Some costs are more precise while others are more open to interpretation. Using slightly different values for some individual costs would present slightly different totals. The result of the detailed cost estimate reasonably supports an increase in the current maximum allowable Trespass Towing rate of \$150 to a new rate of between \$200 and \$210.

The cost estimate includes fuel costs based on current conditions. Annual increases using a TCPI or TPPI should be used. Under most situations the price indexes include inflation of fuel prices. However, in exceptional economic conditions a fuel surcharge may be needed. Updates to the Code of Virginia should be considered to refine fuel surcharge definitions, regulations, and formulas.

Several localities in Virginia exceed the state maximum allowed rate for Trespass Towing by using different towing weight classifications. The itemized cost estimate takes into consideration the costs of providing light duty Trespass Tows up to at least 10,000 pounds GVWR. State and local codes should be considered for updates to provide similar weight classification language.

Additional fees of \$30 to \$60 are allowed for night shifts, weekends, and holidays. These additional fees are typically provided to help businesses comply with labor law requirements. With a mean wage of under \$30/hour for a tow truck operator, an increase does not appear to be justified at this time.

5.0 STAKEHOLDER INPUT

5.1 Overview

The study methodology included seeking input from key stakeholders which was sought in several ways.

- At the beginning of the study, the SCC established a proceeding allowing stakeholders to submit comments in the SCC's online docket system.
- An online survey was distributed to approximately 180 towing companies in Virginia. The survey was used to gain input from the towing industry for costs, practices, and concerns related to Trespass Towing.

5.2 Stakeholder Input from SCC Docket

On June 21, 2024, the SCC entered an Order Establishing Proceeding (Order) and opening a docket (Case No. PUR-2024-00104) concerning Chapter 245 (Senate Bill 450) of the 2024 Virginia Acts of Assembly (Act). In summary, the Act directs the Commission to examine the regulation of certain towing fees for the removal of vehicles from private property. The docket allowed stakeholder comments from June 21, 2024, through August 15, 2024. The following is a general summary of the comments received.

Comments were submitted by a towing industry representative, who in general recommended the following:

- Increase the current allowable towing rate to adjust for inflation.
- Increase the current allowable ancillary fees to adjust for inflation.
- Provide future annual inflation increases using the Transportation CPI.
- Focus study evaluation on light duty Trespass Towing.
- Rates should be set by state agencies only.
- Conduct a detailed cost study every 5 years.

Several individual towing companies submitted comments, and in general recommended the following:

- An increase in the current maximum allowable towing rate due to inflation.
- An increase in the current allowable shift fees due to inflation.

- Provide a new fuel surcharge rate.
- Provide a clear definition for public safety towing and Trespass Towing.

Comments were submitted by insurance company organizations, and in general recommended the following:

- Insurance companies support a cost evaluation study.
- Provide regulations to protect against predatory towing practices.
- Establish reasonable maximum fees for trespass and public safety towing.
- Provide regulations and fee structures that are simple and transparent.

5.3 Stakeholder Input from Online Survey

An online survey was distributed to approximately 180 towing companies in Virginia. The survey was used to gain input from the towing industry for costs, practices, and concerns related to Trespass Towing. The results of the survey were compared to cost estimates to provide general validation of key business assumptions and costs.

5.3.1 Distribution List

The survey was distributed to individual towing companies. An initial list of towing companies was created using online records of businesses registered in Virginia as towing companies. Businesses that were listed as inactive were filtered out from the list. Efforts were then made to obtain company emails using available business websites. This was followed by phone calls to obtain or verify email addresses and interest in taking the survey. The result was a list of 189 towing companies that received emails to participate in the online survey.

5.3.2 Response Rate

The online survey was sent to 189 towing companies. Of these, 25 were blocked as spam, resulting in 164 surveys being successfully sent. Of the 164 successfully sent, 141 were opened, 19 unopened, and a total of 27 were completed with at least partial responses provided.

5.4 Survey Questions and Results

Most of the survey questions were focused on obtaining towing cost information from the perspective and experience of the towing companies. The results of the survey questions were compared to previously developed cost estimates to verify assumptions and cost values. In general, the results of the survey were similar to the previously developed cost estimates and assumptions. In addition, the survey provided questions aimed at seeking input from towing companies on the need for cost evaluations and key issues of concern. A copy of the survey questions is included in Appendix C.

5.4.1 Business Demographics Questions

The survey asked several questions focused on gathering information about towing business demographics. The results show 95% of towing businesses have 50 or fewer employees, and approximately 58% have 10 or fewer employees. Businesses with more than 50 employees tend to have more requirements to provide fringe benefits such as health care and retirement plans. The survey results support general assumptions made in the cost estimate.

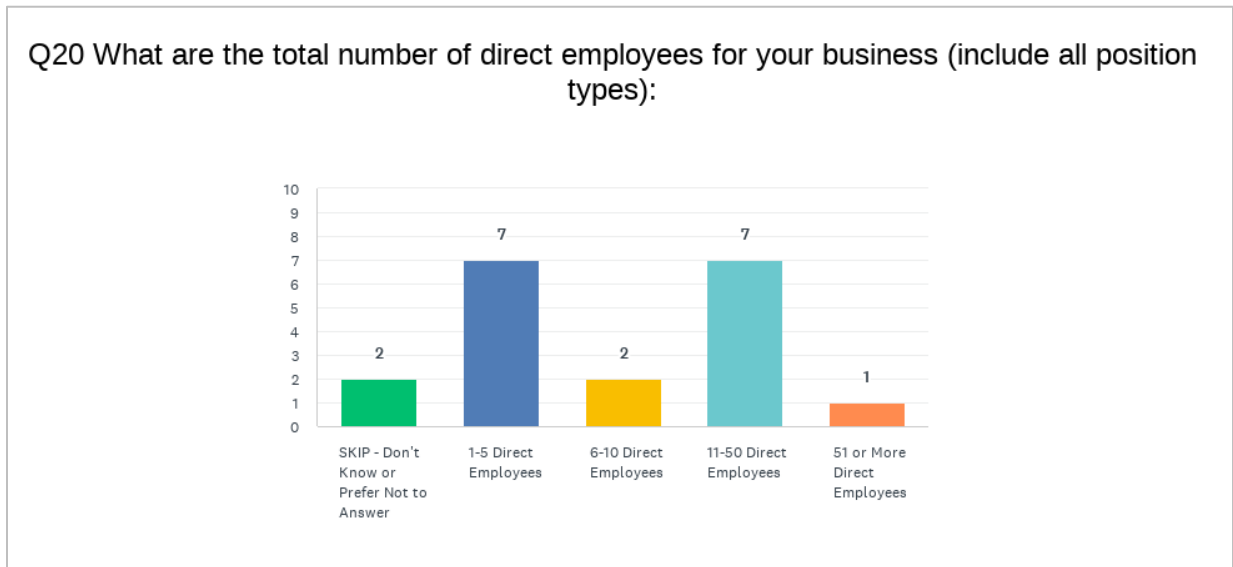


Figure 5.1 Survey Results: Number of Direct Employees

The survey results show that 75% of businesses providing towing services also provide vehicle storage lots and/or auto repair services. This supports a key assumption in the cost estimate that several of the general overhead costs are shared with other services.

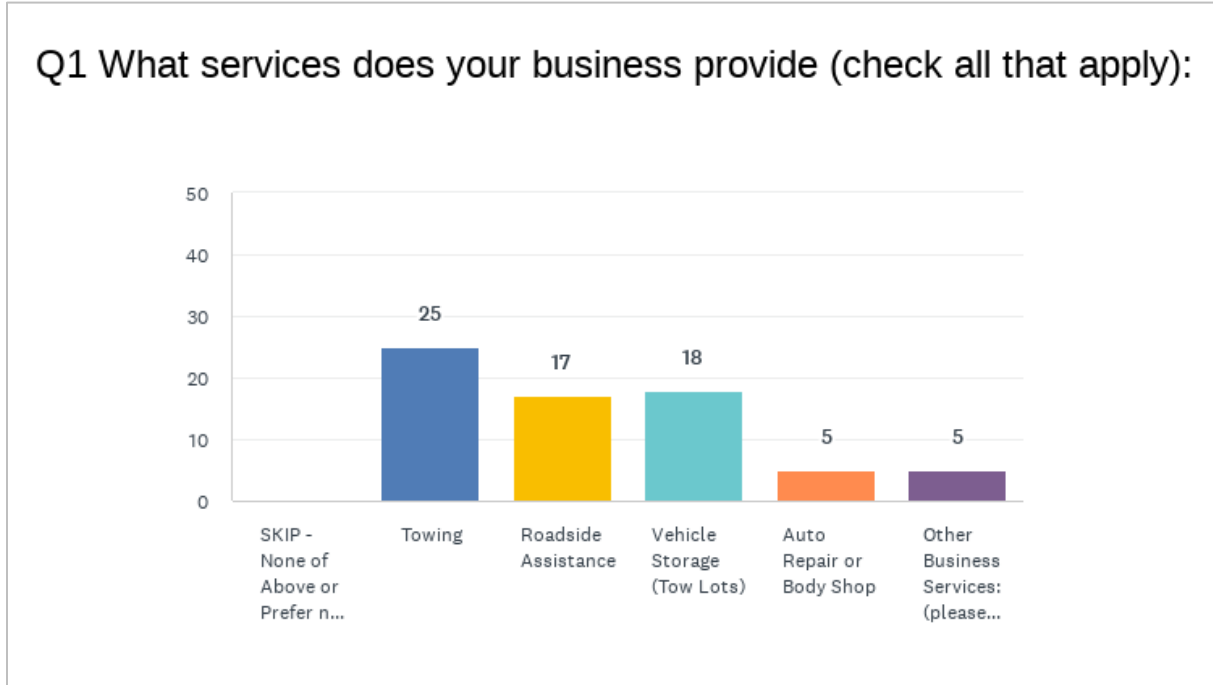


Figure 5.2 Survey Results: Types of Services Provided by Towing Companies

5.4.2 Towing Operations Questions

Several questions were asked to gain information on towing operations such as time to complete a tow, distances traveled, dispatching, and record keeping. The results of these questions support cost estimate assumptions that an average Trespass Tow can be completed in less than an hour, and less than 50 miles in total distance.

Q9 On average, what is the total time to complete a private property trespass tow? For this question, total time includes dispatch time, loading vehicle, delivery/unloading vehicle, and completing paperwork.

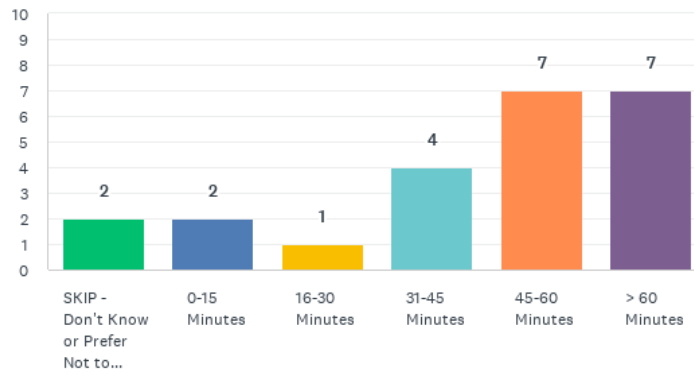


Figure 5.3 Survey Results: Towing Times

5.4.3 Labor Questions

Several labor related questions were asked including base wage rates and benefits. The survey responses support values and assumptions used in the cost estimate for direct wages and fringe benefits. In particular, the survey responses support the use of BLS data in the cost estimate with a typical tow operator earning approximately \$27/hour before benefits, and an office administrative person earning approximately \$23/hour before benefits.

Q25 For direct employees, what are the typical hourly wage ranges for the following job classifications?



Figure 5.4 Survey Results: Hourly Wage Ranges for Employees

The survey responses support the cost estimate values and assumptions for additional shift work compensation that tow operators receive for working weekends, nights, and holidays. In general, it supports an assumption that tow operators earn no more than 2 times their base wage rate for shift work. With an average wage rate less than \$30, it supports the finding that an increase in the shift work rates does not appear justified at this time.

Q29 How much do you pay in additional wages for a direct employee working a paid holiday?

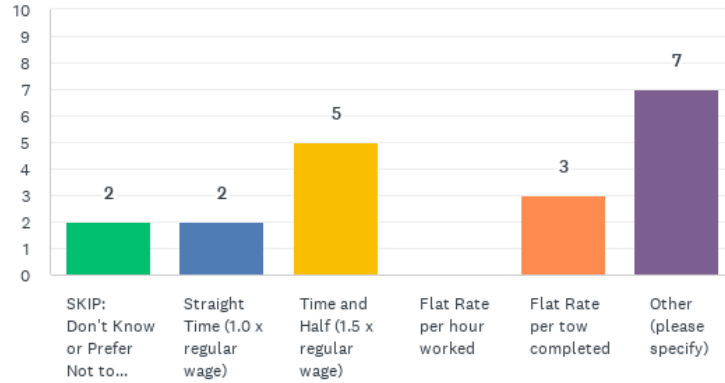


Figure 5.5 Survey Results: Additional Wages for Employees Working a Paid Holiday

Q30 How much do you pay in additional wages for a direct employee working night or weekend shifts?

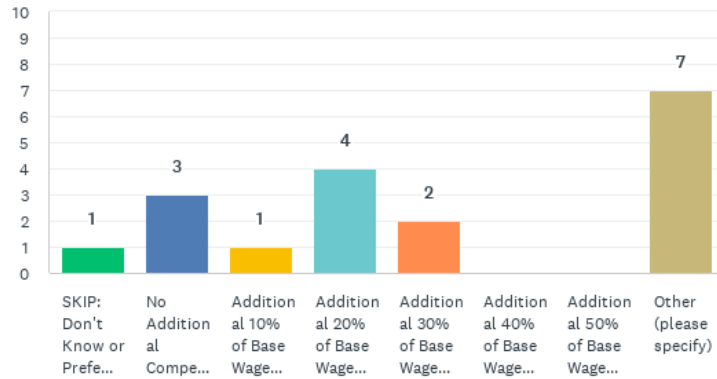


Figure 5.6 Survey Results: Additional Wages for Employees Working Nights or Weekends

Businesses with less than 50 employees have fewer requirements to provide fringe benefits. The survey results show that most towing companies provide at least some fringe benefits. The assumptions and values used in the cost estimate include individual fringe benefit costs for PTO, health insurance, retirement, and life insurance. The survey results support this approach to the cost estimate.

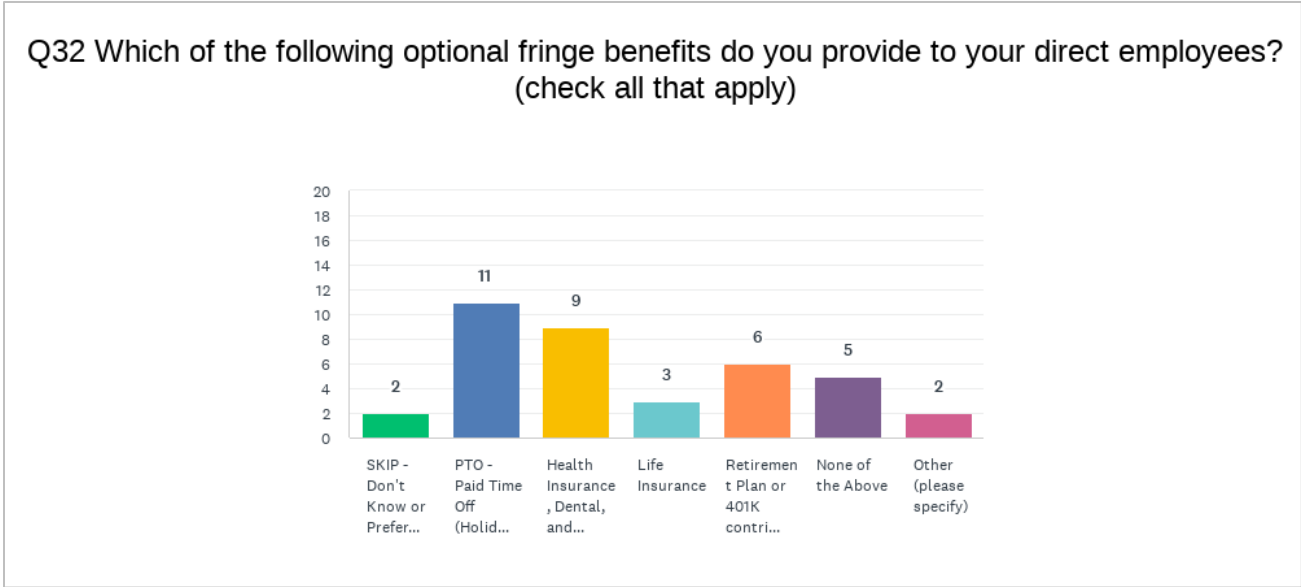


Figure 5.7 Survey Results: Fringe Benefits Provided to Direct Employees

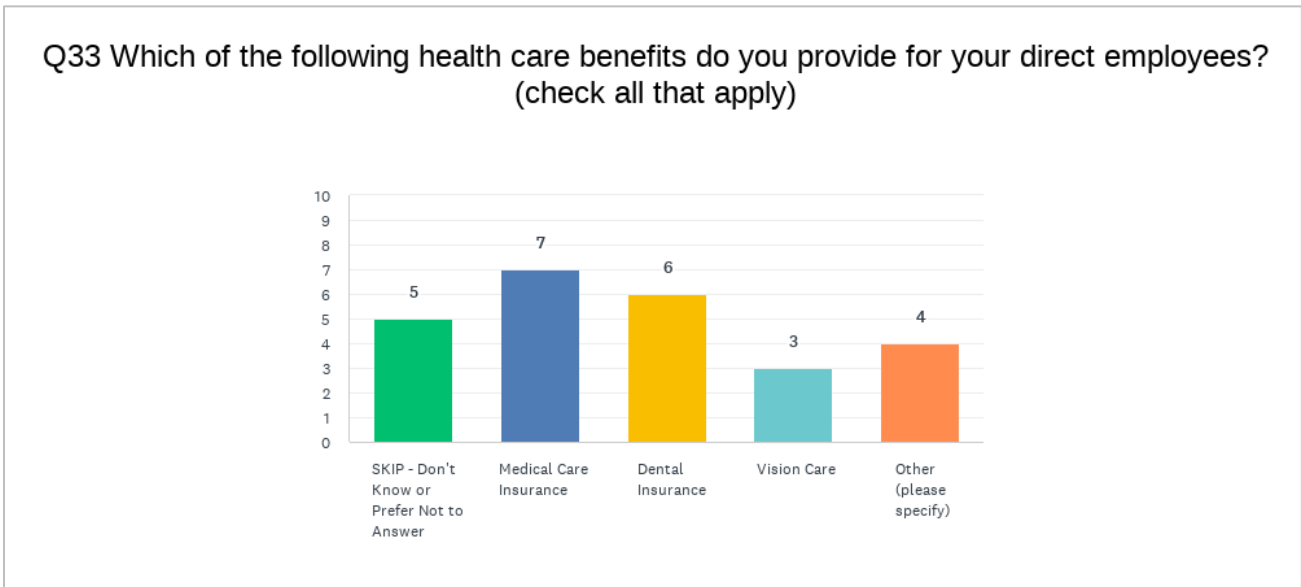


Figure 5.8 Survey Results: Health Care Benefits Provided to Direct Employees

5.4.4 Equipment Questions

Several questions were asked to gain information about tow truck and equipment costs such as vehicle classifications, configurations, prices, purchase condition, maintenance, insurance, and distances driven. The results of these questions were compared to support key assumptions in the cost estimate.

The survey results verify cost estimate assumptions that most towing companies purchase new tow trucks that are typically a class 4, with a wrecker configuration that can provide light duty tows up to 10,000 pounds GVWR. The results also support the use of an estimated purchase price of \$140,000 and that a vehicle is driven 60,000 miles per year on average.

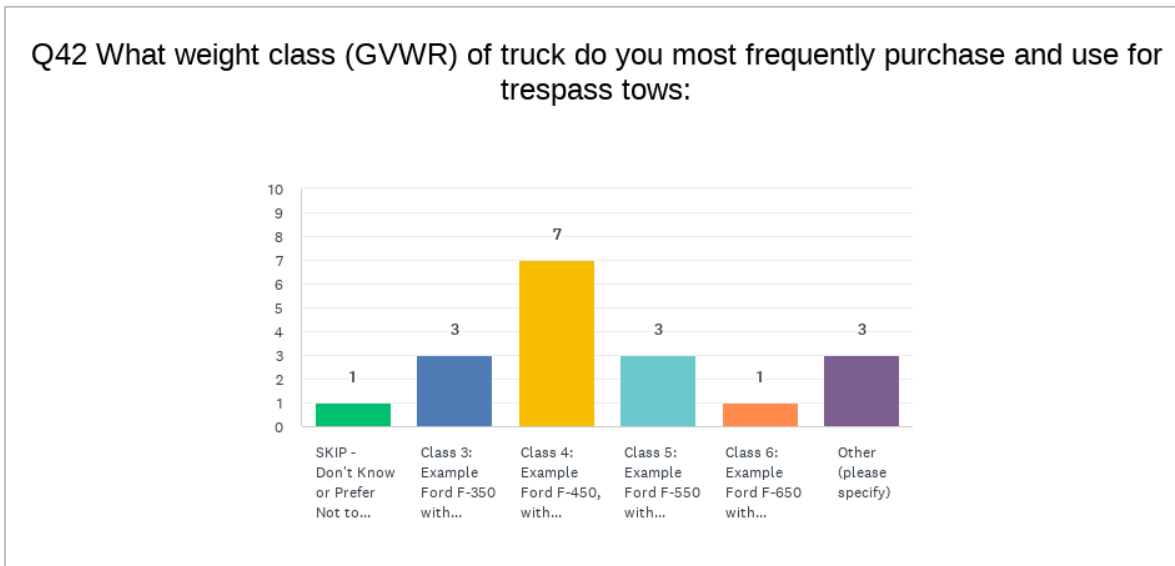


Figure 5.9 Survey Results: Tow Truck Weight Classes Frequently Purchased

Q43 Which of the following best describes how you typically acquire a tow truck used for trespass towing:

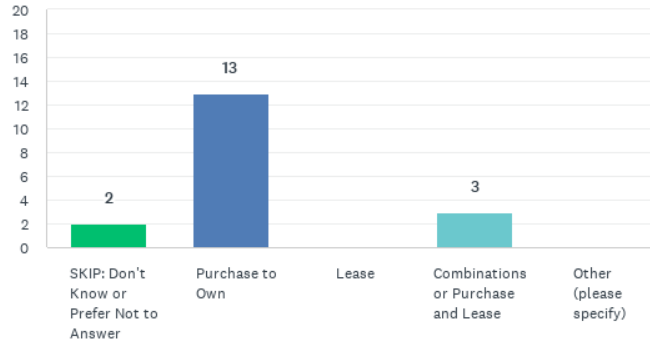


Figure 5.10 Survey Results: Tow Truck Acquisition

Q45 What is the estimated purchase cost of a new wrecker tow truck for the following weight classifications:



Figure 5.11 Survey Results: Purchase Cost of a New Tow Truck

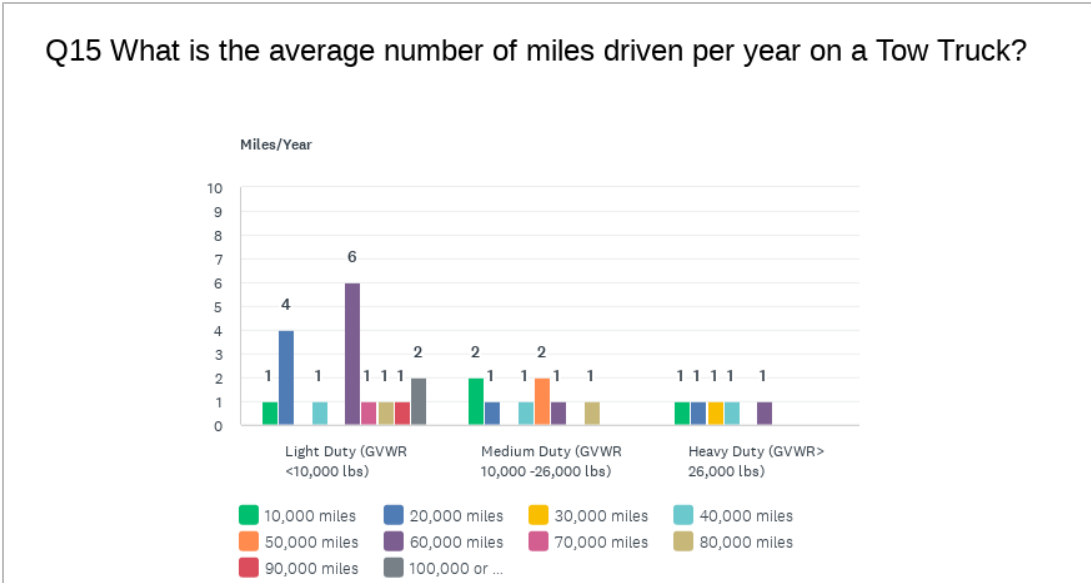


Figure 5.12 Survey Results: Average Number of Miles Driven per Year

5.4.5 Overhead Questions

The survey included several questions related to general overhead costs such as office space, towing software, and office administrative support. The responses support a key assumption that office space and office administrative support costs are typically shared between towing and other services such as vehicle storage and auto repair.

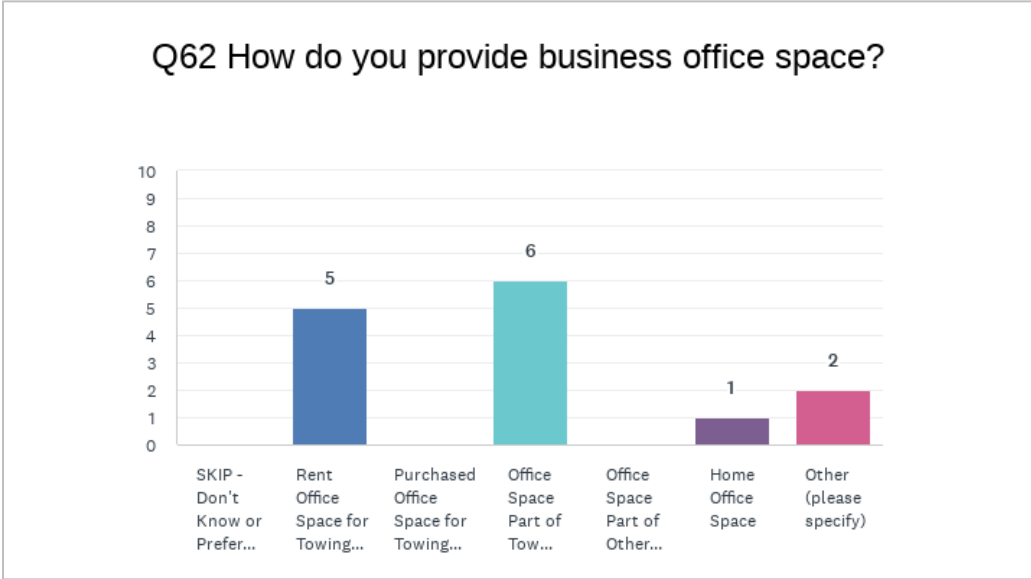


Figure 5.13 Survey Results: Business Office Space

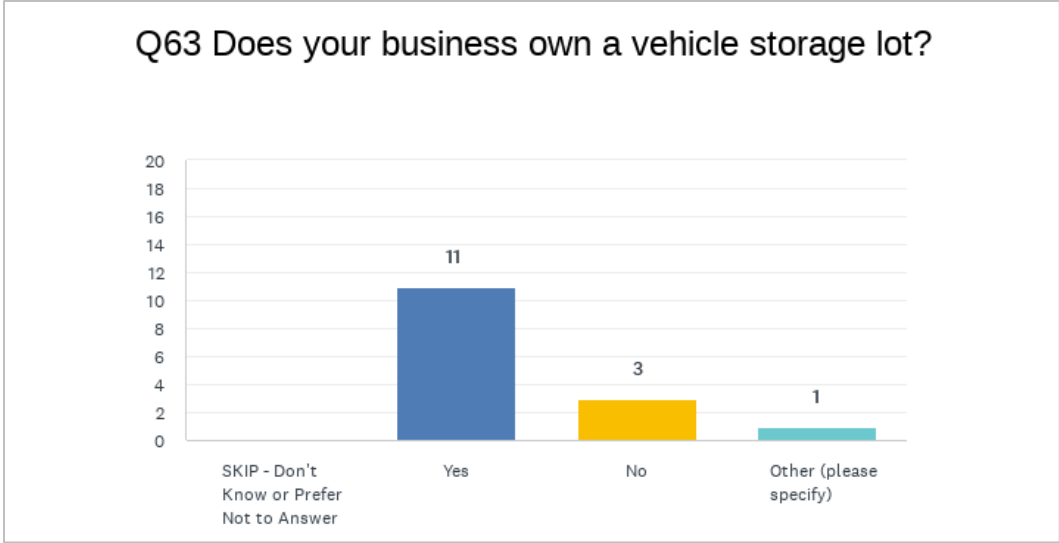


Figure 5.14 Survey Results: Towing Companies with Vehicle Storage Lots

5.5 Summary of Stakeholder Input

The study included seeking input from key stakeholders. Input was sought in several ways including through an online docket where stakeholders could add comments, and an online survey sent to towing companies which was used to validate and support the cost estimate assumptions and values.

Documents filed in the SCC case docket included an SCC Order establishing the proceeding for the purpose of inviting public comments, as well as comments received from a towing industry representative, individual towing companies, and an insurance company association. All comments support the need for a cost evaluation. In general, towing industry comments support inflation adjustments to current rates, simplicity, and the need for ongoing annual adjustments. Comments by the insurance association focused on the need to set fair rates, transparency and simplicity in towing fees, and protecting the public and insurance companies from predatory towing conditions.

An online survey was distributed to individual towing companies throughout Virginia. The primary focus of the survey was to obtain cost information and regulation concerns from the perspective of the towing industry. Overall, the results of the survey support the assumptions and cost values used in developing an independent detailed cost estimate. The survey also gathered comments that support concerns about the need for regular inflation cost adjustments and statewide regulations.

6.0 CONCLUSIONS

6.1 Summary

Virginia Code § 46.2-1233.1 establishes the maximum rate that tow truck operators may charge for Trespass Tows. The current maximum allowable rate is \$150 for passenger vehicles, with provisions that allow additional fees of \$30 to \$60 for after-hours tows (7:00 pm to 8:00 am), Saturdays, Sundays, and holidays. Localities are allowed to set maximum trespass rates lower than the state rate, provided they have a local towing advisory board for oversight.

The maximum rate under the Code of Virginia has been in effect since July 2018. Members of the towing industry have voiced concerns that the current rate has not kept up with inflation. In response, the Virginia General Assembly, under Senate Bill 450 directed the SCC to conduct a study to evaluate allowable rates for Trespass Towing in Virginia. The SCC has contracted with a private consulting firm to assist in the study.

The study approach included performing several tasks to evaluate Trespass Towing rates and costs. A background review was performed to identify related studies and publications. National, state, and local codes, practices, and allowable rates were also reviewed. The background research was followed with cost and fee evaluations using several different approaches including rate comparisons to other states, rate adjustments based on inflation indexes, and development of a detailed pro forma cost estimate using available cost data.

The study also sought input from key stakeholders including the towing industry. The SCC provided an online case docket allowing interested parties to submit comments. In addition, a survey was distributed to towing businesses to seek industry input.

6.2 Findings

The study findings show that an increase in the standard light-duty Trespass Tow rate from \$150 to a new rate between \$200 and \$210 appears reasonable. Ongoing annual increases using inflation indexes are recommended with detailed cost evaluations every 5 to 10 years.

The Code of Virginia allows for additional fees of \$30 to be charged for night shifts, weekends, or holidays with a maximum of \$60 if more than one of these situations occurs simultaneously. An increase in these additional fees does not appear justified at this time based on current tow truck driver wages and labor law requirements.

The current Code allows for additional fuel surcharge fees up to \$25 to be charged. If the base towing rate is adjusted annually for inflation, the need for a fuel surcharge is reduced. If a fuel surcharge is allowed, a definition for its use should be included in the Code of Virginia.

The Code also references other towing related fees including a minimum towing rate of \$135 and a drop fee of \$25. These additional fees should be reviewed, updated, or eliminated if not needed, along with moving all fee related references to a single code for clarity if possible.

Conclusions and Recommendations:

Rate Updates:

- The current maximum allowable rate of \$150 should be reset based on current cost estimates. A new base rate between \$200 and \$210 appears reasonable.
- An increase in the additional fees for working night shifts, weekends, and holidays does not appear to be justified at this time. The current value of \$30 to \$60 appears reasonable.
- The Code of Virginia allows a minimum rate of \$135 in Districts 8 and 16. Consider a new minimum rate of 75% of the maximum and apply it to all districts or eliminate the minimum entirely. Using a percentage would automatically adjust the minimum rate as future maximum rate adjustments are made.

- Virginia Code § 46.2-123 allows a \$25 drop fee, which appears low. It is recommended for this fee to be changed to a maximum rate between 40% and 50% of the allowable Trespass Tow rate.
- Consider updating the Code of Virginia with a specific definition and formula for situations where the fuel surcharge would apply and the allowable rates. Annual inflationary adjustments to the base Trespass Towing rate also include adjustments for fuel price changes. However, when there are exceptional fuel price increases (25% or more) and durations greater than 60 days, a fuel surcharge of \$6.00 for every \$1.00 increase in fuel prices should be considered. The fuel surcharge should only be applied to costs above the most recent year's average diesel fuel costs (U.S. Energy Information Administration Data).

Timeframes:

- The maximum allowable Trespass Tow rate should be adjusted annually to account for inflation, using the Transportation Consumer Price Index and/or the Transportation Producer Price Index.
- To ensure that costs are properly adjusted, detailed cost reviews, including a calculation of the current cost to complete a Trespass Tow, should be completed every 5 to 10 years.
- The baseline cost of diesel fuel should be updated annually using the previous year's data (U.S. Energy Information Administration – Lower Atlantic Region). This value is then used for consideration of fuel surcharge fees.

Code Language Updates:

- Modify the Code of Virginia to clarify that the maximum allowable rate applies to light duty vehicle Trespass Tows with a gross vehicle weight rating up to 10,000 pounds instead of referencing “passenger cars.”
- Towing fee references are included in several Titles of the Code of Virginia. Move all fee related language to Virginia Code § 46.2-1233.1.

Process Improvements:

- The use of statewide towing software should be considered in the future to provide uniformity of data and data mining opportunities.
- A statewide Owner's Towing Bill of Rights should be considered as a future improvement opportunity.

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APPENDIX A: VIRGINIA CODE § 46.2-1233.1

Code of Virginia

Title 46.2. Motor Vehicles

Chapter 12. Abandoned, Immobilized, Unattended and Trespassing Vehicles; Parking

§ 46.2-1233.1. Limitation on charges for towing and storage of certain vehicles.

A. Unless different limits are established by ordinance of the local governing body pursuant to § [46.2-1233](#), as to vehicles towed or removed from private property, no charges imposed for the towing, storage, and safekeeping of any passenger car removed, towed, or stored without the consent of its owner shall be in excess of the maximum charges provided for in this section. No hookup and initial towing fee of any passenger car shall exceed \$150. For towing a vehicle between 7:00 p.m. and 8:00 a.m. or on any Saturday, Sunday, or holiday, an additional fee of no more than \$30 per instance may be charged; however, in no event shall more than two such fees be charged for towing any such vehicle. No charge shall be made for storage and safekeeping for a period of 24 hours or less. Except for fees or charges imposed by this section or a local ordinance adopted pursuant to § [46.2-1233](#), no other fees or charges shall be imposed during the first 24-hour period.

B. The governing body of any county, city, or town may by ordinance, with the advice of an advisory board established pursuant to § [46.2-1233.2](#), (i) provide that no towing and recovery business having custody of a vehicle towed without the consent of its owner impose storage charges for that vehicle for any period during which the owner of the vehicle was prevented from recovering the vehicle because the towing and recovery business was closed and (ii) place limits on the amount of fees charged by towing and recovery operators. Any such ordinance limiting fees shall also provide for periodic review of and timely adjustment of such limitations.

C. (Expires July 1, 2024) In addition to the fees authorized pursuant to this section, towing and recovery operators are authorized to charge a fuel surcharge fee of no more than \$20 for each vehicle towed or removed from private property without the consent of its owner. Notwithstanding any other provision of this chapter, no local governing body shall limit or prohibit the fee authorized pursuant to this subsection.

1990, c. 266; 1993, c. 598; 2006, cc. [874](#), [891](#); 2013, c. [592](#); 2018, cc. [324](#), [363](#); 2020, c. [31](#); 2023, c. [323](#).

APPENDIX B: ATRI TOWING COMPENDIUM



COMPENDIUM OF TOWING REGULATIONS

The information in this table is for reference purposes only and should not be relied upon for regulatory compliance. This information may contain omissions and is subject to change. Any variations in the language used in this compendium (for example, “involuntary” versus “nonconsensual” towing) reflect the diversity of language used by different states when regulating the towing and recovery industry. Online users may access these codes by clicking on the individual regulations. For more research on predatory towing in the trucking industry, please consult [ATRI's website here](#).

State	Maximum Towing and Storage Rates	Other Regulations to Protect Against Predatory Towing	Complaint Processes
Alabama	Rates for all nonconsensual towing are approved by the Alabama Law Enforcement Agency based on customary industry practice. ¹	Towing companies must provide access in a "reasonable manner" to retrieve the commercial vehicle's freight/contents and any items necessary to carry out the interrupted job. The freight/contents may not be held to secure towing and recovery charges. If a tractor/trailer is retrieved from storage the commercial vehicle owner shall pay up to a \$2000 security deposit until the bill is paid. ¹	To dispute towing and recovery fees the motor carrier must file a written complaint with the towing company and the trooper commander within three business days of receiving an invoice for the services provided. During the complaint review process all storage charges shall cease. If the motor carrier and towing company cannot come to an agreement over cost within seven days from the complaint submission, then the trooper commander shall review the case.
	¹Alabama Administrative Code R 760-X-1-.25	¹Alabama Code Title 41-27-61	Alabama Code Title 41-27-61
Alaska	There are no statewide maximum rates for towing or storage in Alaska.		
Arizona	<p>The Department of Public Safety sets maximum rates for towing firms who provide towing and storage services to the department. These agreements are separate from private property tows, whose rates are set by city and town governments.¹</p> <p>Tow truck classifications are described in the Arizona Administrative Code Section R13-3-1001 through R13-2-1012. Further details regarding what is included under service calls, stand-by-rates and extra laborers are in Exhibit A of the Tow Service Agreement.²</p> <p>*Includes 20 miles at no additional cost after which loaded mileage rate applies. **Unless stored as per ARS §28-3512, storage charges shall not exceed \$25.00 per day and or</p>	<p>After the motor carrier has made a request for release and before payment for the release is made, the towing company shall provide an itemized bill of all charges for towing, storage, and related fees at no cost.¹</p> <p>When towing from private property, the property owner or an agent of the owner shall sign either a towing order or authorize the tow by a written contract valid for a specific length of time.²</p> <p>After an accident, unless there is insufficient capacity, towing companies shall take vehicles to the closest storage lot in the applicable contract.¹</p> <p>Towing companies must accept payment in the form of cash, credit card, debit card, insurance-company issued check, and money-order.¹</p>	

revised per day charge when towed pursuant to ARS §28-3511.

The towing company shall not require payment for the removal of personal property that is inside the vehicle if the removal is during business hours. For the purposes of this regulation, personal property does not include any vehicle parts, vehicle equipment or vehicle accessories.¹

Tow Truck Classification	Service Call Rates
Light-Duty	Metro: \$184.80 Flat Rate* Rural: \$155.25 Flat Rate*
Medium-Duty	Metro: \$448.00 Flat Rate* Rural: \$316.25 Flat Rate*
Heavy-Duty	Metro: \$353.92/hr Rural: \$316.25/hr
Heavy-Duty Rotator	Metro: \$616.00/hr Rural: \$690.00/hr
	Loaded Milage Rates
Light-Duty	Metro: \$4.76/mile Rural: \$4.60/mile
Medium-Duty	Metro: \$6.44/mile Rural: \$5.75/mile
	Stand-by-Rates
Light-Duty	Metro: \$35.84/hr Rural: \$36.80/hr
Medium-Duty	Metro: \$58.24/hr Rural: \$59.80/hr
Heavy-Duty	Metro: \$85.12/hr Rural: \$87.40/hr
Heavy-Duty Rotator	Metro: \$112.00/hr Rural: \$115.00/hr
	Off-Road Recovery Rate
Light-Duty	Metro: \$125.00/hr Rural: \$100.00/hr
Medium-Duty	Metro: \$170.00/hr Rural: \$150.00/hr
Heavy-Duty	Use hourly service call rate
Heavy-Duty Rotator	Use hourly service call rate
	Roadside Assistance
Light-Duty	\$82.00 Flat Rate
Medium-Duty	\$115.00 Flat Rate
Heavy-Duty	\$225.00 Flat Rate
Heavy-Duty Rotator	\$500.00 Flat Rate
	Storage Rates**
Light-Duty	\$32.50/day

	<table border="1"> <tr> <td>Medium-Duty</td> <td>\$39.50/day</td> </tr> <tr> <td>Heavy-Duty</td> <td>\$57.00/day</td> </tr> <tr> <td>Heavy-Duty Rotator</td> <td>\$57.00/day</td> </tr> <tr> <td></td> <td style="text-align: center;">Extra Labor Rate</td> </tr> <tr> <td>All Classifications</td> <td>\$32/hr</td> </tr> </table>	Medium-Duty	\$39.50/day	Heavy-Duty	\$57.00/day	Heavy-Duty Rotator	\$57.00/day		Extra Labor Rate	All Classifications	\$32/hr		
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	<p>¹Arizona Tow Service Program Exhibit A</p> <p>²Arizona Administrative Code Title 13 3-1001-1012</p>	<p>¹Arizona Revised Statutes Title 28-4847</p> <p>²Arizona Revised Statutes Title 9-499.05</p>	<p>Arizona Revised Statutes Title 28-872</p>										
Arkansas	<p>There are no statewide maximum towing or storage rates in Arkansas.</p> <p>For police-initiated tows, fees must be "reasonable" as determined by the state's Towing and Recovery Board.¹</p> <p>For private property tows, fees are regulated by local governments.²</p>	<p>All towing and storage businesses shall use an invoice for each vehicle towed and each invoice shall explain how all charges were calculated, separately itemizing all fees and charges.¹</p> <p>For police-initiated towing in response to a crash or disabled vehicle, the motor carrier's choice of a preferred towing company shall be honored if the towing company is located in the towing zone where services are to be rendered and ready to promptly respond. If a law enforcement officer fails to provide the motor carrier with the option to state a preference as required under this section, then the owner may file a complaint to the officer's employer or the Arkansas Towing and Recovery Board, or both.²</p> <p>Prior to the removal of a vehicle abandoned on private property, the towing and storage firm shall obtain a written statement from the property owner or agent including at least the signature of the property owner or agent requesting removal of the vehicle.³</p>	<p>If a motor carrier has a complaint against the towing company that performed a law-enforcement initiated nonconsensual tow, then the law enforcement agency that ordered the tow shall submit the consumer complaint to the Arkansas Towing and Recovery Board. The complaint must be submitted within 5 days of being received by the agency.</p> <p>The board will resolve the complaint within 45 days.¹</p> <p>The motor carrier can also file a complaint directly at the following link.</p> <p>Arkansas Towing Board Complaint Link: https://www.artowing.arkansas.gov/filing-a-complaint/</p>										
	<p>¹Administrative Rules of the Arkansas Towing and Recovery Board</p> <p>²Arkansas Code Title 27-50-1101</p>	<p>¹Administrative Rules of The Arkansas Towing and Recovery Board</p> <p>²Arkansas Code Title 27-50-1207</p> <p>³Arkansas Code Title 27-50-1101</p>	<p>¹Arkansas Code Title 27-50-1218</p>										
California	<p>There are no statewide maximum rates for towing or storage in California.</p> <p>Towing companies who wish to be placed on the California Highway Patrol's (CHP) rotation list must sign a Tow Service Agreement. The CHP area commander establishes reasonable rates for each tow district. Rates can be confirmed by contacting the law enforcement agency that initiated the tow.¹</p> <p>Rates for private property tows are set by local law enforcement, but if the towing company has a CHP approved rate that rate cap applies to private property tows as well.²</p>	<p>Towing and storage companies must provide an itemized invoice for all services rendered.¹</p> <p>A towing company shall not remove or commence the removal of a vehicle from private property without first obtaining the written authorization from the property owner or lessee. General authorization to tow vehicles is only allowed when the vehicle is blocking entrance/exit from the property, is in a fire lane, or is within 15 feet of a fire hydrant.²</p> <p>Towing and storage firms must accept payment by cash, insurer's check, or a valid bank credit card.¹</p> <p>There shall be no additional charge for any personnel or equipment which is not necessary to perform the</p>	<p>Complaints against a towing company in a CHP initiated tow are to be investigated by the CHP Area where the incident occurred.¹</p>										

		required service. Any additional personnel or equipment shall be approved by CHP on scene. ¹																													
	¹ CHP 2022-2023 Tow Service Agreement ² California Vehicle Code Division 11-22658	¹ CHP 2022-2023 Tow Service Agreement ² California Vehicle Code Division 11-22658	¹ CHP 2022-2023 Tow Service Agreement																												
Colorado	<p>Maximum law enforcement or nonconsensual private property towing, recovery, and storage rates are set by the Public Utilities Commission (PUC) and are annually readjusted for inflation. The below base rates are effective as of March 15th, 2023. Additional rates for drop charges, after-hours releases, and milage/fuel surcharges are linked in the sources below.¹</p> <p>Importantly, a tow is not considered a law-enforcement tow if the motor carrier has the ability or opportunity to terminate the tow and contact a towing company of their choosing. Maximum rates for tows from an accident or a disabled vehicle only apply to those towing companies who have entered an agreement for with the State Patrol for nonconsensual tows. If the motor carrier chooses their own towing service, the protections under nonconsensual towing no longer apply.²</p> <p>*Milage charges and fuel surcharges applicable on top of base rate for private property impound tows depending on miles traveled and relative location to I-25.</p> <table border="1"> <thead> <tr> <th>GVWR (Towed Vehicle)</th> <th>Law Enforcement-Ordered Tow & Recovery</th> </tr> </thead> <tbody> <tr> <td><10,000 lbs.</td> <td>\$260.03/hr</td> </tr> <tr> <td>10,000 – 19,000 lbs.</td> <td>\$310.76/hr</td> </tr> <tr> <td>19,001 – 33,000 lbs.</td> <td>\$405.90/hr</td> </tr> <tr> <td>>33,000 lbs.</td> <td>\$469.32/hr</td> </tr> <tr> <td>Use of Heavy Rotator (60+ Tons)</td> <td>\$742.03/hr</td> </tr> <tr> <td></td> <td>Private Property Impound*</td> </tr> <tr> <td><10,000 lbs.</td> <td>\$228.01 Base Rate</td> </tr> <tr> <td>10,000 – 19,000 lbs.</td> <td>\$262.22 Base Rate</td> </tr> <tr> <td>19,001 – 33,000 lbs.</td> <td>\$353.44 Base rate</td> </tr> <tr> <td>>33,000 lbs.</td> <td>\$399.05 Base Rate</td> </tr> <tr> <td></td> <td>Storage</td> </tr> <tr> <td><10,000 lbs.</td> <td>\$43.80/24 hrs</td> </tr> <tr> <td>≥10,000 lbs.</td> <td>\$54.03/24 hrs</td> </tr> </tbody> </table>	GVWR (Towed Vehicle)	Law Enforcement-Ordered Tow & Recovery	<10,000 lbs.	\$260.03/hr	10,000 – 19,000 lbs.	\$310.76/hr	19,001 – 33,000 lbs.	\$405.90/hr	>33,000 lbs.	\$469.32/hr	Use of Heavy Rotator (60+ Tons)	\$742.03/hr		Private Property Impound*	<10,000 lbs.	\$228.01 Base Rate	10,000 – 19,000 lbs.	\$262.22 Base Rate	19,001 – 33,000 lbs.	\$353.44 Base rate	>33,000 lbs.	\$399.05 Base Rate		Storage	<10,000 lbs.	\$43.80/24 hrs	≥10,000 lbs.	\$54.03/24 hrs	<p>Towing companies upon request must provide an itemized invoice showing each charge and rate fee for the tow.¹</p> <p>For a towing company to perform a nonconsensual tow on private property they must obtain written authorization from the property owner to remove the vehicle. Towing carriers shall not have in their possession, accept, or use blank authorizations pre-signed by the property owner.¹</p> <p>Towing companies must accept cash, major credit cards, and any other payment methods approved by the PUC.¹</p> <p>For nonconsensual private property tows, towing companies cannot charge or retain any fees not identified in the rules of the PUC.¹</p> <p>Towing companies do not retain a mechanic's lien on the contents of the vehicle and the vehicle owner is allowed to retrieve the contents without paying the charges for the tow.²</p> <p>Upon filling out the appropriate form stating that they owe the towing company the fees for the tow, the vehicle owner may retrieve the vehicle after paying a reduced fee of 15% of the total, exceeding no more than \$60. Signing this form does not prohibit the owner from filing a complaint with the PUC or pursuing other remedies.²</p> <p>Towing companies must take pictures to document vehicle condition and reason for the tow. If the vehicle is damaged and the towing company fails to produce pictures of the damages prior to the tow, the rebuttal presumption will be that the towing company is responsible for the damage. If the towing company cannot produce photographs to prove the reason for the tow, the rebuttal presumption will be that the towing company did not have the authority to tow the vehicle.²</p>	<p>Complaints regarding nonconsensual tows can be filed directly with the PUC.¹</p> <p>PUC Complaints Form: https://docs.google.com/forms/d/e/1FAIpQLSciWDeN_S2FCh0NdEijNU4igpUKqRZvTIYwZ8XSA2YYx3LF6qA/viewform</p>
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	By Length (towing company's discretion)	\$1.67/ft										
	¹ Colorado PUC Tow Rates Sheet ² Colorado Administrative Code Department 700 726-6-6501		¹ Colorado Administrative Code Department 723-6 ² Colorado Revised Statutes Title 40-10.1-405	¹ Colorado Revised Statutes Title 40-10.1-405								
Connecticut	<p>The maximum rate for non-consensual towing is set by the Connecticut Department of Transportation (DOT) Commissioner.</p> <p>For vehicles with a GVWR of less than 10,000 lbs., the base charge includes mileage to the scene and two loaded miles. For vehicles of GVWR 10,000 lbs. or more, minimum charges will be set for one hour with additional time billed in increments of 15 minutes.¹</p> <p>Storage rates for different lengths of vehicles depend on storage location; inside, outside, and outside with lighting and fencing.² Below are the rates for outside storage with lighting and fencing. The rates for other storage location types are linked in the sources.</p> <p>On private property, the fee for removing a wheel-locking device may not exceed \$50, which may be paid via cash, check, or credit/debit card.³</p>		<p>Towing companies must provide itemized receipts for all towing and storage charges.¹</p> <p>Towing companies may charge for services outside of the tow charge or hourly rates set by the Connecticut DOT Commissioner provided such services are necessary for the towing/transportation of the vehicle and the fees are reasonable. Additional fees are to be itemized separately and the towing operator must keep records to explain the reasoning for such services, which the Connecticut DOT Commissioner may require them to justify.¹</p> <p>Vehicle owners have the right to inspect the vehicle before accepting its return and will not be required to sign a general release of the towing or storage company from liability for any damages or that the vehicle was towed or rendered immovable without justification as a condition for the release of the vehicle.</p>	<p>Nonconsensual towing complaints can be filed directly with the Connecticut DOT using form K-35. Complaints must be submitted via mail.¹</p> <p>Connecticut DOT consumer Complaint Form K-35: https://portal.ct.gov/-/media/DMV/20/29/k35pdf.pdf</p>								
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¹ Connecticut DOT Maximum Towing Rates Form K-11 ² Connecticut DOT Maximum Storage Rates Form K-88 ³ Connecticut General Statutes Title 14-145		¹ Conn. Agencies Regs. § 14-63-36c ² Conn. Gen. Stat. § 14-145b	¹ Connecticut DOT File a Complaint									
Delaware	<p>There are no statewide maximum rates for towing or storage in Delaware.</p> <p>Nonconsensual tows initiated by the Division of State Police (DSP) are done by approved towers. These</p>		<p>Provided there is no public safety concern, owners or drivers may use any towing company of their choice for a disabled vehicle.¹</p>	<p>Nonconsensual police towing complaints should be filed with the Troop that initiated the tow. Below is the contact information for each DSP Troop.¹</p>								

	<p>are towers that have gone through the approval process set by Division of State Police, which includes submitting “reasonable fees for towing and storage comparable to other towers providing similar services in the Troop Area.”¹</p>	<p>Towing companies on the Division's approved list may not stop and solicit at the scene of an accident or disabled vehicle unless directed to by a state trooper.¹</p> <p>The State Police may revoke the approved status of any towing company if it has been subject to two or more substantiated complaints from citizens regarding nonconsensual towing services.¹</p>	<p>DSP Troop Locations and Contact Information: https://dsp.delaware.gov/locations/</p>										
	¹Delaware Administrative Code Title 2 1301-9.0	¹Delaware Administrative Code Title 2 1301	¹Delaware Administrative Code Title 2 1301										
Florida	<p>There are no statewide maximum rates for towing or storage in Florida. Maximum rates are set by individual counties and municipalities (municipal rates overrule county rates).¹</p> <p>Wrecker operators that are included in the Division of Florida Highway Patrol's (FHP) Call Allocation System agree to maximum towing and storage rates set by either the county/municipality of their assigned zone, or if they do not have a set maximum, the Troop Commander of the zone.²</p>	<p>The towing company must provide by mail notification of any lien for the towing, recovery, or storage of a vehicle including an itemized statement of charges.¹</p> <p>For wrecked or disabled vehicles owner's requests for specific wrecker operators will be honored unless there would be unreasonable delay or traffic problems exist.²</p> <p>Towing companies will only respond to accidents or handle disabled vehicles pursuant to a call from the appropriate law enforcement agency. Chasing or running wrecks is a violation that if repeated can result in suspension or removal from the rotation towing list.²</p>	<p>When a person improperly causes a vehicle to be towed, they will be liable for the cost of removal, transportation, storage, any associated damages, attorney's fees, and court costs.¹</p>										
	<p>¹Florida Administrative Code Chapter 15B-9 ²Florida Statutes Chapter 125.0103</p>	<p>¹Florida Statutes Chapter 713.785 ²Florida Administrative Code Chapter 15B-9</p>	¹Florida Statutes Chapter 715.07										
Georgia	<p>Nonconsensual towing and storage rates and charges are not to exceed those set by the Georgia Department of Public Safety (DPS).¹</p> <p>The state also regulates other rates and charges including operator, notification, and after-hours fees, which can be found linked in the sources. Below are the rates set after November 10th, 2017.¹</p> <p>Georgia DPS policy states that towing companies that charge excessive or unreasonable rates can be suspended from the wrecker rotation list. Reasonable is defined as “any rates established or required by the Georgia [DPS] or by a county or city for similar services...for that same area.”²</p> <table border="1" data-bbox="254 1252 848 1503"> <thead> <tr> <th>GVWR</th> <th>Towing Rates and Charges</th> </tr> </thead> <tbody> <tr> <td>≤10,000 lbs.</td> <td>\$175</td> </tr> <tr> <td>10,001 -20,000 lbs.</td> <td>\$300</td> </tr> <tr> <td>≥20,001 lbs. – per unit charge</td> <td>\$450</td> </tr> <tr> <td>≥20,001 lbs. – combination unit</td> <td>\$850</td> </tr> </tbody> </table>	GVWR	Towing Rates and Charges	≤10,000 lbs.	\$175	10,001 -20,000 lbs.	\$300	≥20,001 lbs. – per unit charge	\$450	≥20,001 lbs. – combination unit	\$850	<p>For DPS rotation list towing, if the motor carrier makes a reasonable request for a specific wrecker service that service shall be used. If the requested service would result in excessive delay, then the officer may use the rotation list. In an emergency situation involving a significant threat to life or property they may use the closest service necessary to stabilize the situation.¹</p> <p>Any towing company entering into an agreement with a private property owner to provide automatic or systematic surveillance for the right to remove trespassing vehicles shall be punished by a fine of \$1,000.²</p>	<p>Complaints for private-property nonconsensual towing can be submitted to Georgia DPS.¹ Complaints for tows ordered by law-enforcement will have to be taken up with the department that ordered the tow.²</p> <p>Georgia DPS Non-consensual Towing Complaint form (Private Property Tows): https://gamccd.net/Documents/TR0031.pdf</p>
GVWR	Towing Rates and Charges												
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		Storage		
	≤10,000 lbs.	\$25.00/day		
	10,001 -20,000 lbs.	\$30.00/day		
	≥20,001 lbs. – per unit charge	\$40.00/day		
	≥20,001 lbs. – combination unit	\$75.00/day		
	¹ Georgia DPS Statewide Maximum Rate Tariff ² Georgia DPS Policy Manual Chapter 7.05		¹ Georgia DPS Policy Manual Chapter 7.05 ² Georgia Code Title 44-1-13	¹ Georgia DPS Non-Consensual Towing ² Georgia Attorney General's Consumer Protection Division: Towing
Hawaii	<p>The maximum rates for nonconsensual towing and storage are posted on the state's Department of Commerce and Consumer Affairs (DCCA). The charges listed under Hawaii's Revised Statutes Section 290-11(b) are the only charges towing companies are authorized to charge vehicle owners.¹ It is unclear if these rates apply to medium- and heavy-duty vehicles.</p>		<p>Towing companies must allow payment by cash, credit, or debit card.¹</p>	<p>Complaints regarding nonconsensual tows can be filed with the Hawaii Office of Consumer Protection.¹</p> <p>Office of Consumer Complaints: https://cca.hawaii.gov/blog/category/consumerinformation/consumer-complaints/</p>
	Service	Rates²		
	Tow	\$65.00		
	Tow Using Dolly	\$75.00 plus Milage Charge		
	Milage Charge	\$7.50/mi		
	Storage	\$25.00/day for first 7 days \$20.00/day after 7 days		
	¹ Hawaii Revised Statutes Title 17 291C-165.5 ² Hawaii Revised Statutes Title 17 290-11		¹ Hawaii Revised Statutes Title 17 290-11	¹ DCCA Towing Abandoned Vehicles
Idaho	<p>There are no statewide maximum rates for towing or storage in Idaho.</p>		<p>Upon release of the vehicle the towing company shall provide a statement including itemized costs of towing, recovery, and daily storage.¹</p> <p>Any towing firm called to the scene of a crashed/disabled vehicle by an authorized officer shall take the vehicle to a place the owner or agent of the vehicle reasonably requests. If the firm fails to fulfill this reasonable request, they shall not be entitled to recover any storage, impoundment, or other fees aside from the scheduled tow fee.¹</p>	
			¹ Idaho Code Title 49-1807A	
Illinois	<p>The Illinois Commerce Commission (ICC) regulates relocation tows from private property for some counties (it does not regulate police ordered tows or accident tows). The maximum rates for relocation are not to exceed the mean average of the five highest rates for police tows within the tow's territory.¹</p>		<p>Towing companies must upon request provide a final invoice itemizing all charges, as well as any damage to the vehicle.¹</p> <p>If the operator of a disabled vehicle is present at the scene and the vehicle is not obstructing traffic, illegally parked, or posing any other security or safety</p>	<p>For private-property towing, towing companies are required to provide customers with a complaint form upon request. The ICC Relocator Complaint form can also be found at the link below, but they are still to be mailed to the ICC. The ICC does not respond to complaints regarding police-initiated towing.¹</p>

For relocation services, multi-unit vehicles that are relocated in combination by one piece of tow equipment or by being driven away constitute one tow and relocators shall charge only one tow fee based upon gross combined weight. When the multi-unit vehicle is separated for relocation, relocators shall charge separate towing fees.²

Towing companies on the state's Tollway Vehicle Recovery rotation list must comply with the Tollway's rate schedule. All rate calculations are done portal to portal and all hourly rates include the driver/operator.³

*Recovery rates apply to equipment only when used in recovery service

Tollway Authority Rate Schedule

Service	Rates
Tractor Trailer Low Boy/Dump	\$175.00/hr
Crane or Recovery Rotator	\$450.00/hr
Medium Duty Rotator	\$250.00/hr
End Loader and Skid Steer (includes transportation to scene)	\$150.00/hr
Air Bag Unit	\$2,000 flat rate
Heavy Duty Recovery Wrecker – over 50 tons*	\$350.00/hr
Heavy Dury Tow Service	\$150.00/hr
Heavy Duty Dollys Tandem	\$450.00/hr
Tanker Trailer w/Tractor	\$175.00/hr
Box Refrigerator Trailer w/Tractor	\$175.00/hr
Service Truck	\$150.00/hr
Labor Charge for Ground Men	
Permanent Full-Time Employees	\$60.00/hr
Part-Time Employees	\$50.00/hr
Light Duty Wrecker or Flatbed (includes material transport)	\$100.00/hr
Standby Time	½ listed hourly rate

¹[Illinois Administrative Code Title 92 – 1710.191](#)

²[Illinois Commerce Commission Relocation Towing](#)

³[Illinois Tollway Authority Vehicle Recovery Program](#)

risk then they may specify a towing company to relocate the disabled vehicle.²

No trespassing vehicle shall be removed from private property except with expressed written instructions from the private property owners or their agent(s).³

If a towing company arrives where a tow is needed but has not been requested by law enforcement or the motor carrier, then the law enforcement officer shall advise the towing company to leave the scene (this does not apply if the owner/operator of the vehicle signals the tower for assistance at the site of the disabled vehicle).²

ICC Relocator Complaint Form:
<https://www.icc.illinois.gov/complaints/>

¹[Illinois Commerce Commission Relocation Towing](#)

¹[Illinois Compiled Statutes Chapter 625 5-4-18d-120](#)

²[Illinois Compiled Statutes Chapter 625 5-4-203.5](#)

³[Illinois Administrative Code Title 92 – 1710.41](#)

<p>Indiana</p>	<p>There are no statewide maximum rates for towing in Indiana.</p> <p>There is a statewide cap on storage fees for abandoned vehicles (left on private or public property for over 24 hours), which may total no more than \$2,000 for vehicles less than 30 feet in length and \$2,500 for vehicles 30 feet or longer.¹</p>	<p>An itemized invoice of actual towing charges assessed by a towing company shall be made available to the owner of the motor vehicle or the owner's agent not later than one (1) business day after: (1) the tow is completed; or (2) the towing company has obtained all necessary information to be included on the invoice¹</p> <p>Motor carriers have authority to summon a towing company of their choice to the scene of a disabled vehicle, yet this authority is superseded by a law enforcement officer if the towing company of choice is unable to respond to the location of the disabled vehicle a timely fashion or if the disabled vehicle is a hazard, impedes traffic flow, or may not legally remain in its current location.²</p> <p>If the motor carrier of a disabled vehicle chooses to have their vehicle towed to a storage yard not owned by the towing company, the towing company may not charge more than they usually would to bring the vehicle to their own storage yard.³</p> <p>Towing companies may not stop at the scene of a crash or disabled vehicle to solicit business.⁴</p>	
	<p>¹Indiana Code Title 9-22-1-4</p>	<p>¹Ind. Code § 24-14-5-1 ²Ind. Code § 24-14-3-3 ³Ind. Code § 24-14-9-1 ⁴Ind. Code § 24-14-3-2</p>	
<p>Iowa</p>	<p>There are no statewide maximum rates for towing or storage in Iowa.</p>		<p>Complaints regarding the legality of an abandoned vehicle tow (those parked on public or private property for at least 24 hours) can be made to the local district office. If found to have been improperly towed, then any towing or storage fees shall not be assessed.¹</p> <p>¹Iowa Administrative Code Agency 661-6.5</p>
<p>Kansas</p>	<p>There are no statewide maximum rates for towing or storage in Kansas.</p>	<p>Towing companies must provide the operator of the vehicle, if available, with written notice including any fee that will be charged for storage. Failure to give this notice invalidates any lien established for the storage fee.¹</p> <p>¹Kansas Statutes Chapter 8-1103</p>	
<p>Kentucky</p>	<p>There are no statewide maximum rates for towing or storage in Kentucky.</p>	<p>Towing companies must provide an itemized invoice of towing charges and storage charges expressed as a daily rate.¹</p> <p>The motor carrier may summon a towing company of their choice and designate the location the vehicle is to be towed unless there is a declared emergency, the</p>	

		<p>towing company requested is unable to respond in a timely fashion, or the disabled vehicle is a hazard/impedes traffic flow or may not legally remain in its location according to the law enforcement officer or other authorized official.²</p> <p>Prior to removal of the motor vehicle, the towing company shall take photographs, video, or other visual documentation as evidence of vehicle damage, debris, damaged property/cargo, and/or complications in the recovery process.²</p> <p>Towing companies shall not require preauthorization of more than 24-hours of storage or repair work as a condition of towing service.³</p> <p>Towing companies are prohibited from stopping at the scene of a crash or disabled vehicle for the purpose of soliciting emergency towing services without being summoned by law enforcement of the motor carrier.²</p> <p>A towing or storage company shall accept payment made by cash, check from insurer, credit card, debit card, money order, or check.⁴</p> <p>¹Kentucky Revised Statutes Title 24-281.926 ²Kentucky Revised Statutes Title 24-281.922 ³Kentucky Revised Statutes Title 24-281.934 ⁴Kentucky Revised Statutes Title 24-281.930</p>															
<p>Louisiana</p>	<p>The maximum rates for non-consensual towing are set by the Louisiana Public Service Commission (LPSC). All towing rates are charged from time of dispatch and shall include the truck and the driver. Maximum rates are also set for additional charges, which are only allowed if the case meets the criteria of a "Complicated Recovery," details of which are in the Schedule of Prescribed Rates linked below. Rates for simple services are included here.¹</p> <p>Maximum storages rates are calculated per calendar day, and the power unit and trailer are considered two separate vehicles.²</p> <table border="1" data-bbox="247 1224 846 1511"> <thead> <tr> <th>GVWR</th> <th>Towing Rate</th> </tr> </thead> <tbody> <tr> <td>≤10,000 lbs.</td> <td>\$123.50/hr</td> </tr> <tr> <td>10,000 – 26,000 lbs.</td> <td>\$271.50/hr</td> </tr> <tr> <td>≥ 26,001 lbs.</td> <td>\$349.00/hr</td> </tr> <tr> <th colspan="2">Standard Recovery</th> </tr> <tr> <td>≤10,000 lbs.</td> <td>\$169.00/hr</td> </tr> <tr> <td>10,000 – 26,000 lbs.</td> <td>\$349.00/hr</td> </tr> </tbody> </table>	GVWR	Towing Rate	≤10,000 lbs.	\$123.50/hr	10,000 – 26,000 lbs.	\$271.50/hr	≥ 26,001 lbs.	\$349.00/hr	Standard Recovery		≤10,000 lbs.	\$169.00/hr	10,000 – 26,000 lbs.	\$349.00/hr	<p>Towing invoices shall be itemized on a line-item basis for all recovery, standby, towing, storage, fuel, and additional charges.¹</p> <p>Towing companies are prohibited from stopping at scenes of crashed or disabled vehicles to solicit business unless specifically summoned by the motor carrier, a law enforcement officer, or other official authority.²</p> <p>If a law enforcement officer determines a motor vehicle must be towed, they shall give the vehicle operator the option to select a properly licensed towing company, provided they can arrive within 45 minutes.³</p> <p>No towing company shall charge for services which are not itemized and documented on the invoice.³</p>	<p>Complaints regarding nonconsensual towing may be addressed to the LPSC – Attention Transportation Division, or by contacting the district's Commissioner. Payment of the towing invoice is not necessary for the complaint to be heard. If the towing company is found guilty of overcharging, on top of any fines the Commission may order a refund of up to 200% of overcharges.¹</p> <p>LPSC Non-Consensual Towing Complaint Form: https://www.lpsc.louisiana.gov/docs/trans/TOWING%20COMPLAINT%20FORM%20for%20Web%20no%20signature.pdf</p>
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Maine	<p>There are no statewide maximum rates for towing or storage in Maine.</p>	<p>The nonconsensual towing of any commercial motor vehicle requires an itemized invoice including details of all costs incurred with recovery towing, cleanup, or storage of the vehicle and its contents before demand of payment. The motor carrier is not liable for any charge not itemized on the invoice.¹</p> <p>Towing companies are not permitted to hold any perishable cargo of a commercial motor vehicle that is not owned by the motor carrier.</p>																			
		<p>¹Maine Statutes Title 29A-1863 ²Maine Statutes Title 29A-1861</p>																			
Maryland	<p>Currently there are no state-wide maximum rates for police-initiated towing of medium- and heavy-duty vehicles in Maryland. However, with the passing of House Bill 487, The Department of State Police are to create a Committee on Rate Setting and Complaint Resolution”) that must recommend approved rates for medium- and heavy-duty police-initiated tows and recovery by December 1, 2023. The MD State Police may choose to honor the committee’s recommendations, or publish its own rate schedule by January 1, 2024.¹</p> <p>The department of state Police as of October 1, 2023, will require that a towing company on the tow list ban the use of per-pound billing.¹</p> <p>For tows from private parking lots, unless otherwise set by local law, the towing company may not charge the vehicle owner or insurer more than twice the amount of total fees normally charged by the political subdivision for public safety impound towing of</p>	<p>A motor carrier’s request for a specific towing company shall be honored unless the requested company cannot arrive at the location within a reasonable time period, a traffic safety problem exists, the vehicle is disabled in the roadway, or the vehicle is on fire and the requested towing company cannot arrive within 30 minutes of police arrival. However, if the use of a requested towing company, then it is no longer a police-initiated tow and has none of the accompanying protections.¹</p> <p>Police-initiated towing does not create a lien or security interest for the authorized towing company in any equipment, vehicle, or cargo.²</p> <p>The towing company shall provide the vehicle owner/operator or their agent with reasonable access to the vehicle to collect cargo contained regardless of payment for the towing company’s services.¹</p>	<p>The Committee will also be in charge of investigating complaints regarding police-initiated tows and will create a process to remove predatory towing companies from the police-rotation list.¹</p>																		

vehicles nor the fee normally charged by the division for daily storage of impounded vehicles.²

If the political subdivision does not establish a fee limit for public safety towing, recovery, or storage, \$250 for towing/recovery and \$30 per day for vehicle storage may be charged.³

If there is dispute over the towing or storage fees, then the towing company shall release the cargo immediately upon submission of:

1. Proof that the cargo does not belong to the motor carrier or;
2. If the cargo does belong to the carrier, a letter from the insurance company stating there is coverage for the relevant claim of accident and, if that coverage is not high enough, a signed letter of guarantee from the transportation company.¹

If the Maryland State Police has not published the maximum rates by January 1, 2024, then beginning March 1, 2024, towing companies shall release the vehicle upon payment of 20% of the invoice. This payment does not eliminate the remainder of the financial obligation to the towing companies.¹

Before towing or removing the vehicle, the towing company shall have authorization from the parking lot owner or their agent and photographic evidence of the violation or the event that precipitated the towing of the vehicle.²

Towing companies may not employ or otherwise compensate unauthorized vehicle “spotters,” people who are employed to report the presence of unauthorized vehicles for the purposes of towing.”²

¹[Maryland House Bill 487](#)
²[Maryland Code Public Safety Title 2-314](#)
³[Maryland Code Transportation Title 21-10A-04](#)

¹[Maryland Code Article of Public Safety Title 2-314](#)
¹[Maryland Code Commercial Law Title 16A-101](#)
²[Maryland Code Transportation Title 21-10A-04](#)

¹[Maryland Code Public Safety Title 2-314](#)

Massachusetts

The Department of Public Utilities and State Police set maximum rates for involuntary (“nonconsensual”) towing and storage.¹

Any charges not listed below are required to be written in detail by the towing company.¹

*Includes 5 miles travel and 1 hour service/waiting time, after which mileage charges apply.

GVWR	Tow Rate*
All Vehicles	\$108.00
	Mileage Charge
<10,000 lbs.	\$3.60/mile
>10,000 or HAZMAT Incident	\$5.40/mile
	One-Time Use Supplies
<10,000 lbs.	Actual Cost + 15%

As long as the vehicle is not deemed a hazard by the state police trooper, the vehicle owner/operator shall be allowed to request and wait for their own towing company.¹

Charges beyond the types listed on the State Police Towing website must be detailed, in writing, by the towing company.¹

Towing companies called by the State Police must tow the vehicle to their own storage location. The motor carrier can request the vehicle be towed to another location but by doing so the service becomes a private agreement and is therefore not protected by the maximum rates set by the State Police.¹

No vehicle shall be removed from private property without the consent of the vehicle owner unless the private property owner has notified the appropriate police authority that the vehicle is to be removed.²

Complaints regarding police-initiated tows can be filed with the State Police.¹

Complaints regarding other involuntary tows can be filed with the Transportation Oversight.²

1) State Police-Initiated Involuntary Towing Complaint Form: <https://www.mass.gov/forms/towing-response-report-form>

2) Transportation Oversight Division Involuntary Complaint Form: <https://www.mass.gov/forms/file-a-complaint-against-a-bus-moving-or-towing-company>

	<p>>10,000 or HAZMAT Incident</p> <p>Actual Cost + 15%</p>		
	<p>Additional service vehicles</p> <p><10,000 lbs.</p> <p>\$108.00/vehicle</p>		
	<p>Service time in excess of hour</p> <p><10,000 lbs.</p> <p>\$42.00/hr</p>		
	<p>Additional labor</p> <p><10,000 lbs.</p> <p>\$38.00/hr</p>		
	<p>Storage Fees</p> <p>Lighted outdoor storage enclosed by a secure fence</p> <p>\$36/day</p> <p>Other outdoor storage</p> <p>\$18/day</p> <p><10,000 lbs.</p> <p>Not Regulated</p>		
	<p>1Massachusetts Regulations Title 220 - 272 Massachusetts Consumer Guide to State Police Towing Massachusetts Involuntary Trespass Towing Rates</p>	<p>1Massachusetts State Police FAQs 2Massachusetts General Laws Chapter 266-120D</p>	<p>1Massachusetts Consumer Guide to State Police Towing 2Massachusetts Involuntary Trespass Towing Rates</p>
Michigan	<p>There are no state-wide maximum rates for towing in Michigan.</p> <p>The state's limit on storage fees (\$1,000) does not apply to commercial vehicles or to any vehicle that is owned or leased by an entity other than an individual.¹</p>	<p>Towing companies shall not travel to the crashed or disabled vehicle sites on public property to solicit business unless a law enforcement agent in charge of the scene requests for them to come to the scene.¹</p> <p>Motor carriers shall have their choice of a specific towing company as long as the vehicle is not suspect in a fatality, law enforcement investigation, or criminal activity and the preferred service operator can respond to the scene in a timely manner and the vehicle is not creating road or safety hazard as determined by the law enforcement officer.¹</p>	<p>Both private-property and police-initiated nonconsensual towing complaints can be filed with the Attorney General's Office. Police-directed towing complaints can also be filed with the police department that initiated the tow.¹</p>
	<p>1Michigan Compiled Laws Chapter 257.252i</p>	<p>1Michigan Compiled Laws Chapter 257.676c</p>	<p>1Michigan Towing Laws – What You Need to Know</p>
Minnesota	<p>There are no statewide maximum rates for towing or storage in Minnesota.</p>	<p>Starting August 2023, for police-initiated tows, the towing company has the right to retain possession of the vehicle and cargo until the lien is lawfully discharged.¹</p> <p>There shall be a reasonable effort to allow the motor carrier to arrange for the obstructing vehicle, while considering time delays and safety issues. If there is not an accident or traffic hazard and the towing company requested by the vehicle motor carrier arrives before the towing company requested by law enforcement, then the towing company requested by the motor carrier shall be given the opportunity to conduct and complete all requested towing operations.²</p>	

		<p>Tows of unattended vehicles from private, nonresidential property with properly posted notices of unauthorized vehicle towing can be towed immediately, whereas those without have to wait 24 hours before towing the vehicle.³</p> <p>No vehicle can be towed from private property without the request of the property owner or their agent.⁴</p> <p>¹Minnesota Statutes Chapter 168B.045 ²Minnesota Statutes Chapter 168B.035 ³Minnesota Statutes Chapter 168B.04 ⁴Minnesota Statutes Chapter 168B.14</p>	
Mississippi	There are no state-wide maximum rates for towing or storage in Mississippi.		
Missouri	There are no state-wide maximum rates for towing or storage in Missouri.	<p>A motor carrier's request for a specific towing company shall be honored as long as the requested company can respond in a reasonable time and that the vehicle possess no immediate traffic hazard.¹</p> <p>Any towing company arriving at the scene of an accident or disabled vehicle that has not been called by a law enforcement officer or the motor carrier shall be prohibited from towing the vehicle from the scene.¹</p> <p>Written consent by the property owner is required before removing vehicles from private property. General authorization to remove vehicles at the towing company's discretion is only allowed in the cases of vehicles parked within 15 feet of a fire hydrant or fire lane.²</p> <p>¹Missouri Revised Statutes Chapter 304.153 ²Missouri Revised Statutes Chapter 304.158</p>	
Montana	There are no statewide maximum rates for towing or storage in Montana.	<p>Motor carriers of wrecked or disabled vehicles shall be able to request a towing company of their choice rather than use the rotation list provided the requested towing company meets safety and insurance standards, can handle the wreck or disabled vehicle, and can respond in a timely manner.¹</p> <p>¹Montana Code Title 61-8-908</p>	<p>Complaints regarding nonconsensual towing can be filed with the Montana Department of Justice's (DOJ) Tow Truck Complaints and Resolution. Complaints can be filed online using the Office of Consumer Protection complaint form.¹</p> <p>Office of Consumer Protection Complaint Form: https://app.doj.mt.gov/OCPPortal/?q=node/395</p> <p>¹Montana DOJ Tow Truck Complaints and Resolution Committee</p>
Nebraska	There are no statewide maximum rates for towing or storage in Nebraska.	<p>Liens on towing and storage do not apply to the contents of the vehicle.¹</p> <p>¹Nebraska Revised Statutes Chapter 60-2410</p>	
Nevada	There are no statewide maximum rates for towing or storage in Nevada. The Nevada Transportation	Towing companies shall itemize on the bill for a nonconsensual tow each rate used, or fee charged to compute the total bill. All charges must be	The towing company shall give the motor carrier information on procedures for filing a complaint

	<p>Authority (NTA) is not allowed to regulate rates for consensual towing services.¹</p> <p>However, towing companies that perform nonconsensual tows must have their rates approved by the NTA and may not charge more than those approved rates. Tarriff sheets and nonconsensual towing permits are available for all Nevada companies online.²</p>	<p>substantiated in writing and attached to the bill. There must also be a detailed listing of all charges and, if charges are based on time, the starting and ending times.¹</p> <p>Towing companies shall not use or hold any cargo or personal property as a bailment for the rates and charges incurred in towing a vehicle, except that cargo may be held as security for payment of charges associated with cleaning the area where the cargo has spilled or for loading, transporting, securing, or storing the cargo.²</p> <p>Towing companies shall not tow a vehicle from private property without the consent of the vehicle owner, without either:</p> <p>A) a written request to remove the specific vehicle from the private property owner;³</p> <p>B) a written agreement from the private property owner granting them to tow vehicles from their property at the discretion of the tow car operator; or⁴</p> <p>C) a written agreement granting them to remove vehicles on the private property that are parked:</p> <ol style="list-style-type: none"> 1) within 15 feet of a fire hydrant; 2) in a fire lane; 3) In a manner that interferes with an entrance to or exit from the real property; or 4) In any parking space designated for persons who are handicapped in violation of NRS 484B.467. <p>For vehicles removed from private property under B above, the towing company shall:⁵</p> <p>A) Before commencing the tow of the vehicle, take a photograph of the vehicle that clearly indicates the parking violation;</p> <p>B) At the time the vehicle is claimed, allow the owner or an authorized agent of the owner to view the photograph; and</p> <p>C) Upon request of the owner of the vehicle or an authorized agent of the owner, provide a copy of the photograph to the owner or authorized agent.</p>	<p>including the name and address of the NTA on either the bill or an informational card.¹</p> <p>Complaints regarding towing can be made to the NTA using the link below.</p> <p><i>NTA Towing Complaint Online Form:</i> https://hal.nv.gov/form/NTA/Tow_Complaint</p>
	<p>¹Nevada Revised Statutes Chapter 706.445 ²NTA Towing Companies Tariffs and Certificates List</p>	<p>¹Nevada Administrative Code 706.420 ²Nevada Administrative Code 706.440 ³Nevada Administrative Code 706.4273 ⁴Nevada Administrative Code 706.4275 ⁵Nevada Administrative Code 706.4277</p>	<p>¹Nevada Administrative Code 706.426</p>
<p>New Hampshire</p>	<p>There are no statewide maximum towing or storage fees in New Hampshire.</p>	<p>Towing companies shall provide detailed receipts for services rendered.¹</p> <p>For State Police-initiated towing, the trooper in charge of the scene shall make the best attempt to allow the</p>	<p>Motor carriers who wish to challenge towing fees related to disabled vehicles they believe to be unreasonable may file a written complaint requesting a review with the state's Commissioner of Safety. This must be done within 15 days of release of the</p>

		<p>motor carrier to contact a preferred towing company, unless doing so will delay timely restoration of safe traffic movement or prolong serious hazard.²</p> <p>If a rotation-list towing company responds to a scene with a larger, heavier, or more sophisticatedly equipped vehicle where a lighter wrecker is required then the charge may not exceed the normal charge for a lighter duty wrecker.³</p>	<p>vehicle or any rights to review will be waived. Complaints regarding fees from any other tows would have to be filed with the Consumer Protection Division of the state Department of Justice.¹</p>																								
		<p>¹New Hampshire Revised Statutes Chapter 106-B:30 ²New Hampshire Revised Statutes Chapter 106-B:29 ³New Hampshire Revised Statutes Chapter 106-B:27</p>	<p>¹New Hampshire Revised Statutes Chapter 106-B:30</p>																								
<p>New Jersey</p>	<p>Maximum towing rates are set for any tows done on the behalf of the New Jersey State Police (NJSP). Additional regulated rates for specialized recovery equipment and services are posted on the Garden State Towing Association's website.¹</p> <p>For non-police nonconsensual tows, the Division of Consumer Affairs mandates that fees must be reasonable and defines reasonable fees as those that are "no more than 25% greater than the company's fee for the same vehicle-owner-approved towing services, or no more than 50% above the fees charged by other towing companies in the community for the same towing services without the vehicle owner's permission." Any charges must be included in the Division of Consumer Affairs Schedule of Services.²</p> <p>*In addition to towing – per truck including driver **Minimum of 1 hour</p> <table border="1" data-bbox="247 974 850 1500"> <thead> <tr> <th>GVWR</th> <th>Road Service Rates</th> </tr> </thead> <tbody> <tr> <td>≤10,000 lbs.</td> <td>\$150.00/hr + parts</td> </tr> <tr> <td>>10,000 lbs.</td> <td>\$200.00/hr +parts</td> </tr> <tr> <td></td> <td>Basic Towing Rates</td> </tr> <tr> <td>≤10,000 lbs.</td> <td>\$155.00 + On-Hook Milage</td> </tr> <tr> <td>10,001-16,000 lbs.</td> <td>\$300.00/hr</td> </tr> <tr> <td>>16,001 lbs.</td> <td>\$500.00/hr</td> </tr> <tr> <td></td> <td>On-Hook Milage rates</td> </tr> <tr> <td>≤10,000 lbs.</td> <td>\$7.00/loaded mile</td> </tr> <tr> <td></td> <td>Recovery/Winching Rates*</td> </tr> <tr> <td>≤10,000 lbs.</td> <td>\$350/hr</td> </tr> <tr> <td>10,001-16,000 lbs.</td> <td>\$350/hr</td> </tr> </tbody> </table>	GVWR	Road Service Rates	≤10,000 lbs.	\$150.00/hr + parts	>10,000 lbs.	\$200.00/hr +parts		Basic Towing Rates	≤10,000 lbs.	\$155.00 + On-Hook Milage	10,001-16,000 lbs.	\$300.00/hr	>16,001 lbs.	\$500.00/hr		On-Hook Milage rates	≤10,000 lbs.	\$7.00/loaded mile		Recovery/Winching Rates*	≤10,000 lbs.	\$350/hr	10,001-16,000 lbs.	\$350/hr	<p>Personal property is considered to be any item that is not directly affixed to the vehicle. Such items shall be released to the vehicle operator upon request during normal business hours at no charge.¹</p> <p>The private property owner must have a contract for private property towing with the towing company and authorize the operator to remove the particular motor vehicle.²</p> <p>Towing companies must accept credit and debit cards for nonconsensual tows if they do so for regular tows.²</p> <p>Towing companies shall not monitor, patrol, or otherwise surveil private property for the purposes of towing unauthorized vehicles.³</p>	<p>The Director of the Division of Consumer Affairs may order a towing company that has billed unreasonably for a nonconsensual tow to reimburse the vehicle owner for any excess cost with interest.¹</p> <p>New Jersey Division of Consumer Affairs Complaint Link: https://www.njconsumeraffairs.gov/Pages/Consumer-Complaints.aspx</p>
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<p>New Mexico</p>	<p>Maximum rates for nonconsensual towing are set by the New Mexico Public Regulation Commission (PRC). Below are current effective rates for towing, recovery, and storage. More services are regulated, and their rates are available in the PRC Wrecker Tariff linked in sources.¹</p> <p>Storage rates depend on the class of the towing facility:²</p> <p>(1) Type 1 – a fenced and locked area; (2) Type 2 – a fenced, lighted, and locked area; or (3) Type 3 – an enclosed, roofed and locked structure.</p> <p>*GVWR refers to the weight of the tow vehicle not the vehicle being towed.</p> <table border="1"> <thead> <tr> <th>GVWR*</th> <th>First Mile/Hook-Up Fees</th> </tr> </thead> <tbody> <tr> <td>≤12,000 lbs.</td> <td>\$100.00</td> </tr> <tr> <td>12,001-25,000 lbs.</td> <td>\$175.00</td> </tr> <tr> <td>≥25,001 lbs.</td> <td>\$225.00</td> </tr> <tr> <td></td> <td>Loaded Milage Rates 5-25 Miles</td> </tr> <tr> <td>≤12,000 lbs.</td> <td>\$5.00/mi</td> </tr> </tbody> </table>	GVWR*	First Mile/Hook-Up Fees	≤12,000 lbs.	\$100.00	12,001-25,000 lbs.	\$175.00	≥25,001 lbs.	\$225.00		Loaded Milage Rates 5-25 Miles	≤12,000 lbs.	\$5.00/mi	<p>The motor carrier may request a towing company of their choice provided that the service can respond promptly. The officer requesting the towing company shall honor such a request provided it does not hinder investigation or flow of traffic.¹</p> <p>Towing companies removing unauthorized vehicles from private property must first obtain written authorization from the property owner.²</p> <p>Before towing a motor vehicle from private property, the towing company must take photographs of the vehicle showing its position on the private property.²</p> <p>Unless held for investigation by law enforcement, no towing company shall deny or charge for the inspection or removal of private property of a motor vehicle during normal business hours.³</p>	<p>Any disputes over legality of towing or charges for services may be sent to the New Mexico PRC. Towing companies, upon being told that a motor carrier is disputing charges, must provide the complainant with the PRC's contact information.¹ Complaints can also be filed using the link below.</p> <p>PRC Consumer Complaints: https://www.nm-prc.org/consumer-relations/file-a-complaint/</p>										
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	12,001-25,000 lbs.	\$8.00/mi		
	≥25,001 lbs.	\$15.00/mi		
		Loaded Milage Rates 26+ Miles		
	≤12,000 lbs.	\$3.50/mi		
	12,001-25,000 lbs.	\$5.00/mi		
	≥25,001 lbs.	\$10.00/mi		
		Standby/Waiting Time Rates		
	≤12,000 lbs.	\$30.00/hr		
	12,001-25,000 lbs.	\$50.00/hr		
	≥25,001 lbs.	\$75.00/hr		
		Recovery Rates (per towing service)		
	≤12,000 lbs.	\$100.00/hr		
	12,001-25,000 lbs.	\$200.00/hr		
	≥25,001 lbs.	\$300.00/hr		
		Extra Labor Rates (1 hour minimum)		
	≤25,000 lbs.	\$30.00/hr		
	>25,000 lbs.	\$35.00/hr		
		Storage Rates		
	≤12,000 lbs.			
	Type 1	\$10.00/day		
	Type 2	\$15.00/day		
	Type 3	\$20.00/day		
	12,001-25,000 lbs.			
	Type 1	\$15.00/day		
	Type 2	\$20.00/day		
	Type 3	\$25.00/day		
	≥25,001 lbs.			
	Type 1	\$20.00/day		
	Type 2	\$25.00/day		
	Type 3	\$30.00/day		
	PRC Statewide Wrecker Tariff New Mexico Administrative Code Title 18.3.12		¹ NM Department of Public Safety Policy Number OPR:36 ² New Mexico Administrative Code Title 18.3.12.14 ³ New Mexico Administrative Code Title 18.3.12.24	¹ New Mexico Administrative Code Title 18.3.12.24
New York	There are no statewide maximum towing or storage rates in New York. The State Thruway Authority does regulate rates for tows that take place under their jurisdiction. These			

rates are shown below but can also be found on the Thruway Authority's website.¹

*This category is for towing a vehicle with a GVWR over 10,000 lbs.; however, the weights connected to the rates refer to the weight of the towing truck itself.¹

Vehicles ≤10,000 lbs.	
Division	Hook-Up Fee
<i>New York</i>	
Daytime	\$120.00
Nighttime/Weekend/Holiday	\$150.00
<i>Albany, Syracuse, Buffalo</i>	
Daytime	\$110.00
Nighttime/Weekend/Holiday	\$130.00
Milage Rate	
All Divisions	\$7.00/mi
Winching Rate	
All Divisions	
1-30 Minutes	\$60.00
Each Additional 15 Minutes	\$30.00
Vehicles >10,000 lbs.*	
Division	Service Rate
<i>New York</i>	
10,000-17,999 lbs.	\$240.00/hr
≥18,000 lbs. and Couch Buses	\$410.00/hr
50+ Ton Hydraulic Wrecker	\$500.00/hr
40+ Ton Rotator	\$880.00/hr
<i>Albany, Syracuse, Buffalo</i>	
10,000-17,999 lbs.	\$210.00/hr
≥18,000 lbs. and Couch Buses	\$360.00/hr
50+ Ton Hydraulic Wrecker	\$470.00/hr
40+ Ton Rotator	\$880.00/hr

¹[NY Thruway Towing Rates Under 10,000 lbs.](#)
[NY Thruway Authority Rates Over 10,000 lbs.](#)

North Carolina

There are no statewide maximum towing or storage rates in North Carolina.

State Patrol officers shall use the wrecker service requested by the motor carrier.¹

	Towing companies on North Carolina's Highway Patrol rotation list must charge reasonable rates for services rendered, with these rates approved by the District First Sergeant. ¹	Vehicles to be removed from private property require a written request from the private property owner. ²													
	¹ North Carolina Administrative Code Title 14B-7A.0116	¹ North Carolina Administrative Code Title 14B-7A.0115 ² North Carolina General Statutes Chapter 20-219.2													
North Dakota	There are no statewide maximum towing rates in North Dakota. For vehicles under 20,000 lbs. GVWR, storage may not exceed \$50 a day for either abandoned vehicles or those involved in emergency towing. ¹														
	¹ North Dakota Century Code Title 23.1-15-06														
Ohio	Maximum nonconsensual towing rates are regulated by the Public Utilities Commission of Ohio (PUCO). ¹	No towing company shall remove a vehicle from a private tow-away zone without a written contract for the removal of vehicles entered into with the owner of the private property. ¹	Complaints regarding nonconsensual towing can be made with the PUCO using the link below. ¹ PUCO File a Complaint: https://puco.ohio.gov/help-center/file-a-complaint												
	<table border="1"> <thead> <tr> <th>GVWR</th> <th>Tow Rates</th> </tr> </thead> <tbody> <tr> <td>≤10,000 lbs.</td> <td>\$129.00</td> </tr> <tr> <td>>10,000 lbs.</td> <td>\$216.00</td> </tr> <tr> <td></td> <th>Storage Rates</th> </tr> <tr> <td>≤10,000 lbs.</td> <td>\$17.00/day</td> </tr> <tr> <td>>10,000 lbs.</td> <td>\$29.00/day</td> </tr> </tbody> </table>	GVWR		Tow Rates	≤10,000 lbs.	\$129.00	>10,000 lbs.	\$216.00		Storage Rates	≤10,000 lbs.	\$17.00/day	>10,000 lbs.	\$29.00/day	Prior to removing the vehicle, the towing company shall take as many photographs as necessary to show that the vehicle was clearly parked on private property in violation of the private tow-away zone. ¹
	GVWR	Tow Rates													
	≤10,000 lbs.	\$129.00													
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		Storage Rates													
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	¹ PUCO Towing Fee Limits Ohio Administrative Code Chapter 4901:2-24	¹ Ohio Revised Code Title 4513.601	¹ PUCO Towing Fee Limits												
Oklahoma	The Oklahoma Corporation Commission (OCC) sets the maximum rates for towing and recovery services. ¹ For the relocation of the vehicle, the towing company can charge by either distance or time. If billed by distance, the time and justification of recovery services must be documented on the invoice. Recovery services and other miscellaneous rate maximums are also available on the OCC schedule. If billing by time, the towing company may bill a minimum fee equaling 1.5 hours of work. Recovery services may be billed in addition to the towing services but must be billed at no more than the hourly rate, and their justification for use must be documented on the invoice. ² Distance, hourly, and hook-up rates may be adjusted weekly by adding a fuel surcharge. The fuel surcharge rates are updated on the OCC website, linked below. ³	Towing invoices shall include itemization of all charges assessed and clear identification of the services provided. ¹ To remove an unauthorized vehicle the private property owner must sign a Tow Request and Authorization form provided by the state's Department of Public Safety which must include identification of a specific vehicle. ²	Complaints regarding nonconsensual towing and storage rate disputes can be filed directly with the OCC. Nonconsensual Tow Rate Complaints and Questions: https://oklahoma.gov/occ/complaints/nonconsensual-tow-rate-complaint-form.html												
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	\$3.13/mi >25 miles
Single vehicle 8,001 - 12,000 lbs.	\$4.25/mi ≤ 25 miles
	\$3.75/mi >25 miles
Single vehicle 12,001 - 40,000 lbs.	\$7.19/mi
Single vehicle ≥ 40,001 lbs.	\$8.44/mi
More than one vehicle	\$8.44/mi
	Hourly Rates
Single vehicle ≤ 8,000 lbs.	\$75.00/hr
Single vehicle 8,001 - 12,000 lbs.	\$100.00/hr
Single vehicle 12,001 - 40,000 lbs.	\$150.00/hr
Single vehicle ≥ 40,001 lbs.	\$225.00/hr
More than one vehicle	\$225.00/hr
	Hook-Up Fee
Single vehicle ≤ 8,000 lbs.	\$81.25
Single vehicle 8,001 - 12,000 lbs.	\$93.75
Single vehicle 12,001 - 40,000 lbs.	\$106.25
Single vehicle ≥ 40,001 lbs.	\$118.75
More than one vehicle	\$118.75
	Extra Labor Rates
All Vehicles	\$36.00 per person/hr.
	Specialized Labor or Equipment
All Vehicles	Actual Costs + 25%
	Outdoor Storage Rates
Single vehicle < 20 ft.	\$18.00/ 24-hrs
Single or combination of vehicles 20 – 30 ft.	\$24.00/ 24-hrs
Single or combination of vehicles > 30 ft. in length and < 8 ft. in width	\$30.00/ 24-hrs
Single or combination of vehicles > 30 ft. in length and > 8 ft. in width	\$42.00/ 24-hrs

¹[Oklahoma Statutes Title 47 – 953.1](#)
²[OCC Maximum Wrecker Rates](#)
³[OCC Nonconsensual Towing Fuel Surcharge](#)

¹[OCC Order Number #605104](#)
²[Oklahoma Statutes Title 47 - 954A](#); The previous version the compendium did not include this law, since amended in this version.

<p>Oregon</p>	<p>There are no state-wide maximum towing or storage rates in Oregon.</p>	<p>State Police officers shall use the non-preference towing rotational list when no choice or preference of towing company is stated by the motor carrier.¹</p> <p>Towing companies must have signed authorization from the private property owner to tow an unauthorized vehicle.²</p> <p>No towing company shall solicit business at or within 1,000 feet of a crashed or disabled vehicle unless they have a pre-negotiated payment agreement between with a motor vehicle road service company.²</p> <p>No towing company shall park their tow vehicles within 1,000 feet of a parking facility for the purpose of monitoring for towing business.²</p> <p>No towing company shall require, as a condition of releasing a vehicle or personal property within, that the motor carrier agree not to dispute the reason for the tow, the validity or amount of charges, or the responsibility of the towing company for the condition of the motor vehicle or personal property in the motor vehicle.²</p> <p>Prior to removing an improperly parked vehicle the towing company must take at least one photograph showing how the vehicle was parked at the time the company arrived at the scene. The photograph shall be provided to the motor vehicle owner upon request at no additional charge.³</p>	
<p>Pennsylvania</p>	<p>There are no statewide maximum towing rates in Pennsylvania.</p> <p>Storage charges for the nonconsensual removal of vehicles from private property, if not set by local municipalities, are set at a maximum charge of \$25 per day.¹</p>	<p>All charges shall be itemized, and payment can be made with cash, credit card, or insurance check.¹</p> <p>The motor carrier shall have their choice of towing company unless their choice cannot respond to the scene in a timely fashion and the vehicle is a hazard, impedes the flow of traffic, or cannot legally remain at its location.¹</p> <p>Towing companies shall only perform services from the scene of an accident if summoned there by the motor carrier or law enforcement.¹</p> <p>As a condition of towing from an accident, no towing company can secure the signature of the vehicle</p>	

¹[Oregon Administrative Code Chapter 257-050](#)

²[Oregon Revised Statutes Chapter 98.854](#)

³[Oregon Revised Statutes Chapter 98.853](#)

operator to authorize repair or storage for more than 24 hours.¹

¹[Pennsylvania Consolidated Statutes Title 75-3353](#)

¹[Pennsylvania Towing and Towing Facility Standards Act](#)

Rhode Island

Maximum rates for nonconsensual tows are set by the Rhode Island Division of Public Utilities and Carriers (RIPUC).¹

RIDPUC only regulates light- and medium-duty towing (vehicles under 15,000 lbs.); heavy-duty towing is not regulated.

*Police-ordered tows are inclusive of all incidental charges, the first five miles of on-hook mileage, the first hour of site work, and the first 24 hours of storage. Private property trespass tows are inclusive of all incidental charges, all on-hook mileage, the first hour of site work, and the first 24 hours of storage.

**Inclusive of all incidental charges and the first hour of site work.

Motor Carriers shall have their choice of towing company as long as their choice does not cause a continuation of traffic congestion or hazardous conditions that the police officer is able to eliminate by other means.¹

To remove trespassing vehicles from private property the towing company must have written directions from the property owner to remove the vehicle to a private impoundment lot within 10 miles of the point of removal.²

Complaints regarding nonconsensual towing can be filed directly with the RIPUC.

RIPUC How to File a Complaint:
<https://ripuc.ri.gov/consumer-information/how-file-complaint>

GVWR	Towing to Company's Lot*
<8,000 lbs.	\$125.00 Flat Fee
8,001 – 15,000 lbs.	\$145.00 Flat Fee
	Milage Rate to Company's Lot
<8,000 lbs.	\$3.50/mi
8,001 – 15,000 lbs.	\$3.50/mi
	Towing to Other Site**
<8,000 lbs.	\$100.00 Flat Fee
8,001 – 15,000 lbs.	\$120.00 Flat Fee
	Milage Rate to Other Site
<8,000 lbs.	\$7.00/mi
8,001 – 15,000 lbs.	\$8.00/mi
	Extra Laborer
<8,000 lbs.	\$65.00/hr
8,001 – 15,000 lbs.	\$65.00/hr
	Additional Time on Scene
<8,000 lbs.	\$100/hr
8,001 – 15,000 lbs.	\$100/hr

	Length	Storage Charges		
	≤20 ft.	\$35.00/24 hrs.		
	>20 ft.	\$45.00/24 hrs.		
	¹ RIPUC Tow Tariff Rates		¹ Rhode Island General Laws Title 39-12.1-3 ² Rhode Island General Laws Title 39-12.1-12	
South Carolina	<p>There are no statewide maximum towing or storage rates in South Carolina.</p> <p>Fees charged for Highway Patrol rotation list services must be "reasonable" for both towing (including heavy-duty and special operations) and storage. Standards for judging reasonableness are available on the state's Department of Public Safety's website under Wrecker Regulations FAQ. Only wrecker services on the rotation list are subject to regulations governing fees.¹</p>	<p>Towing companies shall provide an itemized statement of charges upon release of the vehicle.¹</p> <p>The motor carrier of a wrecked or disabled vehicle may request a towing company of their choice, but the investigating officer can use their best judgement to deny the request if it will impair timely restoration of safe traffic movement.¹</p> <p>If a towing company responds with a heavier wrecker class than requested, they can still complete the service but may only charge rates for the requested classification.¹</p> <p>Towing companies shall comply with laws barring the solicitation of business from the occupant of a vehicle while standing on the highway.¹</p> <p>If a motor carrier requests payment using a major credit card, only towing companies called from the rotation list that accept payment by major credit card will be utilized.¹</p>	<p>When there is a dispute between the motor carrier and the rotation list wrecker regarding storage fees or charges, the motor carrier must provide the wrecker with a written notification of dispute. The wrecker service must cease storage charges until the dispute is settled.¹</p> <p>Complaints are to be received within 30 days of the incident and directed to the Captain of the Highway Patrol Troop where the incident occurred. Below is a link to the contact information for each Troop.¹</p> <p>Troop Contact Information: https://scdps.sc.gov/schp/contact/troops</p>	
	¹ SCDPS Wrecker Regulations Frequently Asked Questions	¹ South Carolina Code of Regulations Chapter 38-600	¹ South Carolina Code of Regulations Chapter 38-600	
South Dakota	There are no statewide maximum towing or storage rates in South Dakota.	<p>No lien on contents of a vehicle taken into custody shall exceed \$500.¹</p> <p>¹South Dakota Codified Laws Title 32-30-18</p>		
Tennessee	<p>Rates for towing companies on the Tennessee Highway Patrol (THP) rotation list are not to exceed the maximum rate approved by THP on their Tow/Storage Rates Disclosure Form (SF-1118).¹</p> <p>Tows not from the rotation list are not to exceed the maximum fee approved by the THP for the same services.²</p> <p>There shall be no hook-up fees, charges for normal highway clean-up, or charges for administrative work in rotation list towing. Charging for storage rates begins 24 hours after the vehicle has been towed.²</p>	<p>An itemized invoice shall be prepared for all charges.¹</p> <p>Cargo contained in towed vehicles shall be released to the motor carrier upon request unless a member of Tennessee Department of Safety and Homeland Security (DOSHS) orders otherwise. Towing companies shall not charge for the release of cargo during normal business hours.¹</p> <p>Motor carrier requests for a specific towing company shall be honored unless the requested company cannot respond in a reasonable time or the vehicle poses and immediate traffic hazard, as determined by the THP member.¹</p>	<p>Motor carriers can file a written complaint with the Highway Patrol District where the towing incident took place.¹</p> <p>Each THP District has a District Wrecker Lieutenant who is responsible for investigating complaints and is to make recommendations to the DOSHS Commissioner concerning complaint resolution.</p> <p>Contact Information for THP Districts: https://www.tn.gov/safety/tnhp/thpcontacts.html</p>	

		<p>Towing companies are prohibited from arriving at the scene of an accident without a call from the Highway Patrol or the owner/operator of the vehicle.¹</p> <p>For private property tows, the towing company must have expressed written authorization from the property owner before the vehicle is towed.²</p>																			
	<p>¹THP Towing Service Standards Manual ²Tennessee Code Title 55-23-103</p>	<p>¹THP Towing Service Standards Manual ²Tennessee Code Title 55-16-112</p>	<p>¹THP Towing Service Standards Manual</p>																		
Texas	<p>The Texas Department of Licensing and Regulation (TDLR) regulates towing and storage.¹</p> <p>Only nonconsensual private property tows have rate caps in Texas. All other types of nonconsensual tows, however – including incident management tows – are only allowed to charge for services listed on the non-consent towing fee schedule.²</p>	<p>All nonconsensual towing fees must be directly related to towing and itemized on the invoice as labeled on the non-consent towing fee schedule.¹</p> <p>Drivers are allowed to remove any personal belongings in the vehicle, unless otherwise indicated by a law enforcement officer.²</p> <p>Towing companies must have written authorization from the parking facility owner or operator confirming that the vehicle is unlawfully parked prior to removing the vehicle.³</p>	<p>Complaints regarding private-property nonconsensual towing can be filed with the TDLR.</p> <p>TDLR Complaint Form: https://www.tdlr.texas.gov/complaints/ComplaintForm.aspx?strRadiobutton=Vehicle%20Towing</p>																		
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<p>¹Texas Code Chapter 2308 ²TDLR Towing Fees and Other Charges TDLR Towing at a Glance</p>	<p>¹TDLR Towing at a Glance ²Texas Administrative Code Title 16-85.708 ³Texas Occupations Code 2308.255</p>	<p>TDLR Consumer Information about Towing</p>																			
Utah	<p>Maximum rates for nonconsensual towing are set by the Utah Department of Transportation (DOT).¹</p> <p>A towing company may charge a Fuel Surcharge fee when the daily Rocky Mountain Average for price of fuel reaches \$3.25/gallon. This surcharge can equal 3% of base tow rate and an additional 3% increase will be allowed for every \$0.25/gallon increase.²</p>	<p>All nonconsensual tows must be reported to the Utah Motor Vehicle Division via the Impound Vehicle System before payment can be collected and before storage fees are charged.¹</p> <p>Towing companies must accept credit and/or debit cards as forms of payment.¹</p>	<p>Complaints regarding nonconsensual tows can be filed with the Utah DOT.</p> <p>Utah DOT Complaint Form: https://app.udot.utah.gov/public/mcs/f?p=345:3:::3</p>																		
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	Private-Property Impound	\$401.00 maximum		
		Storage (Outside)		
	≤10,000 lbs.	\$40.00/hr		
	10,001 – 26,000 lbs.	\$60.00/hr		
	>26,000	\$60.00/hr		
	¹ Utah Consumer Bill of Rights Regarding Towing ² Utah Administrative Code Title 909-19-11		¹ Utah Consumer Bill of Rights Regarding Towing	¹ Utah Consumer Bill of Rights Regarding Towing
Vermont	There are no state-wide maximum towing or storage rates in Vermont.		<p>The motor carrier shall have their choice of towing company unless, in the opinion of the law enforcement officer, their choice cannot respond to the scene in a timely fashion and the vehicle or cargo is a hazard, impedes the flow of traffic, or may not remain in its location legally.¹</p> <p>Towing companies shall not perform services at the scene of a crash or disabled vehicle unless summoned to the scene by the motor carrier, or a law enforcement officer.¹</p>	
			¹ Vermont Statutes Title 23-1102	
Virginia	<p>There are no state-wide maximum towing or storage fees in Virginia, with the following exception.¹</p> <p>There are statewide limitations on hook-up and initial towing fees (no greater than \$150), but these limitations only apply to:</p> <p>a) passenger vehicles and b) in absence of any other local ordinances.</p>		<p>Towing companies shall keep records of itemized fees.¹</p> <p>Law-enforcement officers are to make a “police towing request” when the motor carrier has made no specific towing company request.²</p> <p>Any lien created by performing towing services does not extend to any personal property or cargo not attached to or considered necessary for the operation of the vehicle, which the motor carrier shall be permitted to access.³</p> <p>No vehicle shall be removed from or rendered immobile on private property without written authorization by the property owner.⁴</p> <p>Towing companies shall accept cash, insurance check, certified check, money order, and at least two commonly used nationally recognized credit cards for payment and release of vehicles.²</p>	<p>For police towing of a vehicle of 26,000 lbs. GVWR or greater, if the total of the invoice exceeds \$10,000, the towing company shall include the phone number and website address for the Division of Consumer Counsel. Towing companies that fail to include this contact information will be fined a penalty of \$1,000.¹</p> <p>Complaints regarding nonconsensual towing can be filed with the Division of Consumer Counsel of the Office of the Attorney General.²</p> <p>Division of Consumer Council Consumer Protection Towing Complaint Form: http://www.oag.state.va.us/files/ConsumerProtection/Towing_Complaint_Form.pdf</p>
	¹ Virginia Code Title 46.2-1233.1		¹ Virginia Code Title 46.2-118 ² Virginia Code Title 46.2-1217 ³ Virginia Code Title 46.2-644.01 ⁴ Virginia Code Title 46.2-1216	¹ Virginia Code Title 46.2-1217.1 ² Virginia Code Title 46.2-118
Washington	The Washington State Patrol sets rates for tows done under their jurisdiction. Washington has classifications for tow trucks depending on the		Itemized receipts of all charges for services are to be provided. ¹	Complaints for vehicles towed by the WSP can be sent to the following email address: TowWreckingComplaint@wsp.wa.gov

features and equipment of the vehicle, details of which can be found under Washington Administrative Code Title 204-91A-170.¹

The basic storage rate must be the same for all vehicles under 20 feet in length. For vehicles over 20 feet, the rate must be calculated by multiplying each 20 feet or portion thereof by the basic storage fee for vehicles under 20 feet.

Private impounds for class A, E, or D tows are not to exceed 135% of the maximum towing hourly rates and storage rates negotiated with the WSP. These limits only apply to vehicles that are upright with all tires attached.²

*For class B-2 trucks, the 30,000 lbs. Gross Vehicle Weight Rating (GVWR) or more with air brakes rates applies only if the vehicle being towed has a GVWR between 26,000 lbs. and 33,000 lbs.³

**Only for those tows part of the Washington Department of Transportation's (DOT) Major Incident Tow Incentive program (MIT).

Class	Tow Rates
Class A & E	\$250.00/hr
Class A & E Rotator	\$355.00/hr
Class B	\$307.00/hr
Class B Rotator	\$428.00/hr
Class B-2*	\$412.00/hr
Class B-2 Rotator	\$575.00/hr
Class C	\$532.00/hr
Class C Rotator	\$746.00/hr
Class S1 (40+ Ton Rotator)	\$890.00/hr
Class S**	\$534.00/hr
Length	Basic Storage Rate
≤20 ft.	\$66.00/day
>20 ft.	\$66.00 x (vehicle length/20)/day
Additional Labor	
All Classes	\$127.00/hr per Registered Tow Truck Operator (RTTO)

¹[Washington Administrative Code Title 204-91A-170 Revised Code of Washington Title 46.55.118](#)

²[Washington Administrative Code Title 204-91A-140](#)

³[Washington DOT MIT Program Handbook](#)

⁴[Washington State Police Tow Rates](#)

If a damaged or disabled vehicle is to be removed, a motor carrier may make a specific request for a particular towing company that the patrol officer will honor if the requested company is reasonably available and the request is reasonable for the circumstances of the incident scene.²

The towing company must have written authorization from the private property owner at the time and place of impound before removing an unauthorized vehicle.³

Vehicles shall be released upon payment of towing, storage, and related costs, which can be made using any major bank credit cards.⁴

Personal belongings, including both personal property and contents of the vehicle, shall be returned to the motor carrier and vehicle driver.³

¹[Washington Administrative Code Title 204-91A-180](#)

²[Washington Administrative Code Title 204-91A-150](#)

³[Washington Revised Code Title 46.55.090](#)

⁴[Washington Revised Code Title 46.55.120](#)

West Virginia	<p>Maximum rates for nonconsensual (“third-party”) tows, both non-accident and accident/recovery, are set by the West Virginia Public Service Commission (PSC).¹</p> <p>For accident/recovery tows, rates are to include the wrecker, driver, and any specialized equipment with a purchase cost of \$500 or less.</p> <p>If multiple wrecker vehicles are called to assist at the scene of an accident but those wreckers are not used for work that requires multiple wreckers, then they shall be charged at the non-accident rates. More regulated services and rates can be seen on the Maximum Statewide Wrecker Rate sheet.</p> <p>*If stored outside of original transport container unit.</p> <table border="1" data-bbox="247 565 848 1516"> <thead> <tr> <th>GVWR (Towed Vehicle)</th> <th>Accident/Recovery Tow Service Rates</th> </tr> </thead> <tbody> <tr> <td>≤7,000 lbs.</td> <td>\$160.00/hr</td> </tr> <tr> <td>7,001 – 10,000 lbs.</td> <td>\$267.00/hr</td> </tr> <tr> <td>10,001 – 26,000 lbs.</td> <td>\$374.00/hr</td> </tr> <tr> <td>≥26,001 lbs.</td> <td></td> </tr> <tr> <td>Tractor</td> <td>\$134.00/hr</td> </tr> <tr> <td>20-39 Ton Wrecker</td> <td>\$620.00/hr</td> </tr> <tr> <td>40-60 Ton Wrecker</td> <td>\$858.00/hr</td> </tr> <tr> <td>30-85 Ton Rotator Wrecker</td> <td>\$1,069.00/hr</td> </tr> <tr> <td></td> <th>Non-Accident Tow Service Rates</th> </tr> <tr> <td>≤7,000 lbs.</td> <td>\$102.00/hr</td> </tr> <tr> <td>7,001 – 10,000 lbs.</td> <td>\$138.00/hr</td> </tr> <tr> <td>10,001 – 26,000 lbs.</td> <td>\$211.00/hr</td> </tr> <tr> <td>≥26,001 lbs.</td> <td>\$332.00/hr</td> </tr> <tr> <td></td> <th>Outside Storage</th> </tr> <tr> <td>≤7,000 lbs.</td> <td>\$27.00/day</td> </tr> <tr> <td>7,001 – 10,000 lbs.</td> <td>\$32.00/day</td> </tr> <tr> <td>>10,000 lbs.</td> <td>\$37.00/day</td> </tr> <tr> <td>Semi-trailers and buses</td> <td>\$50.00/day</td> </tr> <tr> <td>Cargo*</td> <td>\$50.00/day</td> </tr> <tr> <td>Refrigerated cargo</td> <td>\$50.00/day</td> </tr> </tbody> </table>	GVWR (Towed Vehicle)	Accident/Recovery Tow Service Rates	≤7,000 lbs.	\$160.00/hr	7,001 – 10,000 lbs.	\$267.00/hr	10,001 – 26,000 lbs.	\$374.00/hr	≥26,001 lbs.		Tractor	\$134.00/hr	20-39 Ton Wrecker	\$620.00/hr	40-60 Ton Wrecker	\$858.00/hr	30-85 Ton Rotator Wrecker	\$1,069.00/hr		Non-Accident Tow Service Rates	≤7,000 lbs.	\$102.00/hr	7,001 – 10,000 lbs.	\$138.00/hr	10,001 – 26,000 lbs.	\$211.00/hr	≥26,001 lbs.	\$332.00/hr		Outside Storage	≤7,000 lbs.	\$27.00/day	7,001 – 10,000 lbs.	\$32.00/day	>10,000 lbs.	\$37.00/day	Semi-trailers and buses	\$50.00/day	Cargo*	\$50.00/day	Refrigerated cargo	\$50.00/day	<p>Invoicing for towing and storage shall have itemized charges.¹</p> <p>In no case shall the charge for a wrecker used in a third-party tow be greater than the charge for a wrecker of the capacity needed to perform the service.¹</p>	<p>Complaints regarding nonconsensual towing can be made to the PSC. If the complaint is supported, the towing company can be required to refund part or all of the charges for the service.¹</p> <p>PSC Complaints procedure: http://www.psc.state.wv.us/complaints/ConsumerComplaintProcedures.htm</p>
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		Additional Labor										
	All Vehicles	\$53.00 per person/hr										
	¹ PSC Maximum Wrecker Rate Sheet		¹ West Virginia Administrative Code Agency 150-9-6	¹ West Virginia Administrative Code Agency 150-9-6								
Wisconsin	<p>Wisconsin has statewide maximum rates for nonconsensual towing and storage but only for vehicles under 10,000 lbs. GVWR towed from private property.¹</p> <p>*Any removal using a flatbed, hook and chain, wheel-lift, boom, or any other method.</p> <table border="1"> <thead> <tr> <th>GVWR</th> <th>Vehicle Removal*</th> </tr> </thead> <tbody> <tr> <td><10,000 lbs.</td> <td>\$150.00 total</td> </tr> <tr> <td></td> <td>Outdoor Storage</td> </tr> <tr> <td><10,000 lbs.</td> <td>\$25/24 hrs</td> </tr> </tbody> </table>		GVWR	Vehicle Removal*	<10,000 lbs.	\$150.00 total		Outdoor Storage	<10,000 lbs.	\$25/24 hrs		
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	¹ Wisconsin Administrative Code Chapter 319.03											
Wyoming	<p>There are no statewide maximum towing or storage rates in Wyoming except for those that apply to vehicles abandoned on public property.¹</p>	<p>Towing companies performing services based on calls from the Wyoming Highway Patrol's (WHP) rotation list must include an itemization of all towing, recovery, storage, and other service charges on the invoice.¹</p> <p>Towing companies called to respond to a WHP-initiated nonconsensual tow shall release all personal belongings in the vehicle at no additional charge prior to the payment of any accrued charges. This does not apply to contracted loads.²</p> <p>WHP officers, if reasonable, shall grant motor carriers use of a preferred towing company for a nonconsensual tow. However, tows performed by the preferred towing company are not considered nonconsensual and are no longer protected under nonconsensual towing regulations.¹</p> <p>Towing companies called by the WHP shall have the ability to accept multiple payment options either by credit card, debit card, COMcheck, or cash at the business facility.¹</p> <p>All towing companies on the WHP rotation list are strictly prohibited from "chasing" or "running" of any crashes or breakdowns as well as from soliciting business at the scene of a crash or disabled vehicle when not specifically summoned.¹</p>	<p>Towing companies performing services based on calls from the Wyoming Highway Patrol's (WHP) rotation list must include an itemization of all towing, recovery, storage, and other service charges on the invoice.¹</p> <p>Towing companies called to respond to a WHP-initiated nonconsensual tow shall release all personal belongings in the vehicle at no additional charge prior to the payment of any accrued charges. This does not apply to contracted loads.²</p> <p>WHP officers, if reasonable, shall grant motor carriers use of a preferred towing company for a nonconsensual tow. However, tows performed by the preferred towing company are not considered nonconsensual and are no longer protected under nonconsensual towing regulations.¹</p> <p>Towing companies called by the WHP shall have the ability to accept multiple payment options either by credit card, debit card, COMcheck, or cash at the business facility.¹</p> <p>All towing companies on the WHP rotation list are strictly prohibited from "chasing" or "running" of any crashes or breakdowns as well as from soliciting business at the scene of a crash or disabled vehicle when not specifically summoned.¹</p>	<p>Complaints regarding WHP initiated tows can be filed with the Tow & Recovery Program Coordinator.</p> <p>WHP Towing Complaint Form: https://www.whp.dot.state.wy.us/files/live/sites/whp/file/s/shared/Trucking/(TR-8)%20Complaint%20Form.pdf</p>								
	¹ Wyoming Statutes Title 31-13-111		¹ WHP Operations and Administrative Procedures for Tow and Recovery Carrier ² Wyoming Admin. Code Dept. of Transportation Motor Carrier Chapter 1.2									

APPENDIX C: TOWING SURVEY QUESTIONS

Virginia Towing Cost Survey

INTRODUCTION

As directed by the 2024 Regular Session Acts of Assembly Chapter 245 (Senate Bill 450), the Virginia State Corporation Commission (SCC) is conducting a study to evaluate the maximum allowable rates for private property trespass towing. Private consulting firms have been selected to assist the SCC with the study including the development and distribution of this survey.

This survey is being distributed to the towing industry and is an opportunity to provide input from towing companies throughout Virginia. Your responses are an important part of the study and will be used for general cost evaluations.

For questions or comments regarding the survey, please contact:

VirginiaTowingStudy@gmail.com

Virginia Towing Cost Survey

SURVEY INSTRUCTIONS

- **Complete the survey no later than September 6th, 2024.**
- **The survey will take approximately 30-45 minutes to complete.**
- **Questions are presented using a variety of formats (multiple choice, drop-down, and fill in the blank).**
- **Use your best judgement and estimate for each question. However, if readily available, use historical costs.**
- **You will have the option to skip individual questions.**
- **You will be able to go back and change answers prior to submitting the survey.**
- **You will have an opportunity (optional) to provide your contact information at the end of the survey.**
- **Your responses will remain confidential and will only be used for general cost trends and evaluations.**
- **When completed, submit your responses using the Done Tab at the end of the survey. Once submitted, further edits will no longer be possible.**
- **Only submit one survey response per company.**

Virginia Towing Cost Survey

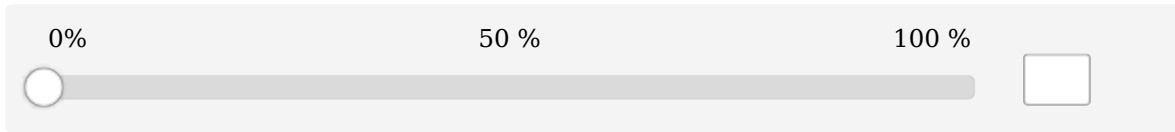
TOWING COMPANY CHARACTERISTICS

1. What services does your business provide (check all that apply):

- Towing
- Roadside Assistance
- Vehicle Storage (Tow Lots)
- Auto Repair or Body Shop
- Other Business Services: (please specify)

- SKIP - None of Above or Prefer not to Answer

2. What percentage of total revenues are from towing services (all types of towing):



3. What types of towing services does your company provide (check all that apply):

- Vehicle Owner Requested (mechanical breakdowns, weather, etc.)
- Auto Club (AAA) - Towing and Roadside Assistance
- Trespass - Private Property Towing
- Repossession Towing
- Police Requested (accidents, impound, parking, etc.)
- Other (please specify)

- SKIP - Don't Know or Prefer Not to Answer

4. Estimate the total number of tows (all types) that your business provides in a year:

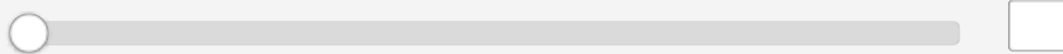
- 0 - 1,499
- 1,500 - 4,999
- 5,000 - 9,999
- 10,000 - 14,999
- Other (please specify)
- 15,000 - 19,999
- 20,000 or More

- SKIP - Do Not Know or Prefer Not to Answer

5. On average, how many tows (all types) does an individual tow truck provide in a year:

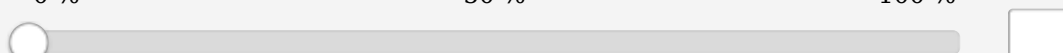
6. Of the total number of tows per year, what percentage are private property trespass tows:

0% 50% 100%



7. For private property trespass tows, what percentage are light duty (GVWR < 10,000 lbs):

0 % 50 % 100 %



Virginia Towing Cost Survey

TOWING TIMES

The following questions are for private property trespass tows only.

8. What percentage of private property trespass tows are initiated by: (answers must add up to 100):

% Property Monitoring
(Roaming)

% Dispatch (owner
requested)

9. On average, what is the total time to complete a private property trespass tow? For this question, total time includes dispatch time, loading vehicle, delivery/unloading vehicle, and completing paperwork.

- 0-15 Minutes
- 16-30 Minutes
- 31-45 Minutes
- 45-60 Minutes
- > 60 Minutes
- SKIP - Don't Know or Prefer Not to Answer

10. Do you maintain towing records that show arrival and drop-off times, locations, and other towing information?

- Yes
- No
- SKIP - Prefer Not to Answer

TOWING DISTANCES

The following questions are for **private property trespass towing only**:

11. What is the average distance driven to arrive on site for a private property trespass tow after receiving a call from dispatch?

0 Miles	25 Miles	50 Miles or More	<input type="checkbox"/>
<input type="radio"/>			

12. What is the average distance driven to deliver a loaded vehicle to a storage yard?

0 Miles	25 Miles	50 Miles or More	<input type="checkbox"/>
<input type="radio"/>			

13. Where are tow trucks typically dispatched from for private property trespass tows?

- Tow Office or Storage Lot
- Tow Driver's Home
- Roaming Location
- Other (please specify)
- SKIP - Don't know or Prefer Not to Answer

14. Where do you store tow trucks when not in use?

- Driver's Home
- Towing Business Office
- Storage Yard
- Other (please specify)
- SKIP - Don't know or prefer not to answer

15. What is the average number of miles driven per year on a Tow Truck?

	Miles/Year
Light Duty (GVWR <10,000 lbs)	<input type="text"/>
Medium Duty (GVWR 10,000 -26,000 lbs)	<input type="text"/>
Heavy Duty (GVWR >26,000 lbs)	<input type="text"/>

TOWING INDUSTRY PERSPECTIVES

16. How strongly do you believe an increase is needed for the statutory maximum allowable rate for private property trespass tows (currently at \$150)?

- Strongly Disagree - A rate increase is NOT needed
- Disagree - A rate increase is NOT needed
- Neutral - No opinion
- Agree - A rate increase is needed
- Strongly Agree - A rate increase is needed
- SKIP - Prefer not to answer

17. Why do you believe a rate increase is or isn't needed?

18. Do you believe local municipalities (cities and counties) should be allowed to set trespass tow rates that are lower than the statutory maximum allowable rate:

- Yes
- No
- Other (please specify)

- SKIP - Don't know or prefer not to answer

19. Why do you believe local municipalities should or shouldn't set allowable rates lower than the statutory maximum allowable rate:

LABOR COSTS

Use the following definitions for the next set of questions:

Direct Employees are defined as individuals employed by the company, paid an hourly wage and receive a W-2 statement.

Contract Employees are defined as individuals who work independently for the company at an established fee or rate. They are typically responsible for their own taxes and benefits and receive a 1099 statement.

20. What are the total number of direct employees for your business (include all position types):

- 1-5 Direct Employees 51 or More Direct Employees
 6-10 Direct Employees SKIP - Don't Know or Prefer Not to Answer
 11-50 Direct Employees

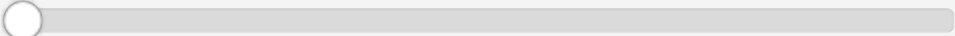
21. Which of the following job position types are filled as direct employees? (check all that apply)

- Tow Drivers
 Office Administrative & Dispatch
 Mechanic
 Accountant
 Other (please specify)

- SKIP - Don't Know or Prefer Not to Answer

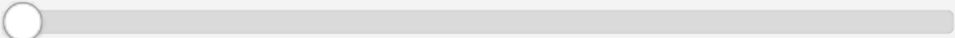
22. What percentage of your direct employees work full time (32 or more hours per week)?

0 50% 100%



23. What percentage of your tow truck drivers are direct employees?

0% 50% 100%



24. For the following job positions, how are they most frequently employed and compensated (paid)?

	How Employed (Direct or Contract)	How Compensated (Hourly, Flat Fee, Percentage of Tow Fee)
Tow Truck Drivers	<input type="text"/>	<input type="text"/>
Office/Administrative	<input type="text"/>	<input type="text"/>

Additional Comments (please specify)

25. For direct employees, what are the typical hourly wage ranges for the following job classifications?

	Starting Hourly Wage (\$/hour)	Maximum Hourly Wage (\$/hour)
Tow Truck Driver	<input type="text"/>	<input type="text"/>
Office Administrative and Dispatch	<input type="text"/>	<input type="text"/>
Other:	<input type="text"/>	<input type="text"/>

Additional Comments (please specify)

26. How much do you pay contract employees for the following positions using either a flat fee or percentage of towing fee?

	Flat Fee (\$/tow)	Percentage (% of tow fee)
Tow Truck Driver	<input type="text"/>	<input type="text"/>
Office Administrative and Dispatch	<input type="text"/>	<input type="text"/>
Other:	<input type="text"/>	<input type="text"/>

Additional Comments (please specify)

27. How do you dispatch towing requests (calls)? (check all that apply)

- Direct Employee - Office Administration
- Private Dispatch Service
- Other (please specify)

- SKIP - Don't Know or Prefer Not to Answer

28. When used, how do you typically pay for private dispatch services?

- Subscription Fee
- Flat Fee - Cost per Tow
- Percentage of Tow Fee
- Do NOT use private dispatch services
- Other (please specify)

- SKIP - Don't Know or Prefer Not to Answer

29. How much do you pay in additional wages for a direct employee working a paid holiday?

- Straight Time (1.0 x regular wage)
- Time and Half (1.5 x regular wage)
- Flat Rate per hour worked
- Flat Rate per tow completed
- Other (please specify)

- SKIP: Don't Know or Prefer Not to Answer

30. How much do you pay in additional wages for a direct employee working night or weekend shifts?

- No Additional Compensation
- Additional 10% of Base Wage Rate
- Additional 20% of Base Wage Rate
- Additional 30% of Base Wage Rate
- Additional 40% of Base Wage Rate
- Additional 50% of Base Wage Rate
- Other (please specify)

- SKIP: Don't Know or Prefer Not to Answer

31. For a typical tow truck driver, what percentage of their working hours are spent as direct labor (revenue generating)?

For this question, direct labor includes working hours that directly generate revenue (towing or other services). Deduct other working hours allocated to labor overhead (non-revenue) such as training, meetings, idle time, and administrative work.

- 65% of Working Hours
- 70% of Working Hours
- 75% of Working Hours
- 80% of Working Hours
- 85% of Working Hours
- 90% of Working Hours
- 95% of Working Hours
- 100% of Working Hours
- Other (please specify)

- SKIP - Don't know or Prefer Not to Answer

Virginia Towing Cost Survey

FRINGE BENEFIT COSTS

Use the following definitions for the next set of questions:

Fringe Benefits are defined as additional compensation (benefits) paid by the employer to direct employees. Common fringe benefits include required benefits such as social security and workers compensation insurance. Other optional fringe benefits include health/dental care, retirement, PTO, and life insurance.

32. Which of the following optional fringe benefits do you provide to your direct employees? (check all that apply)

- PTO - Paid Time Off (Holidays, Vacation, Sick, etc)
- Health Insurance, Dental, and Vision
- Life Insurance
- Retirement Plan or 401K contribution
- None of the Above
- Other (please specify)

- SKIP - Don't Know or Prefer Not to Answer

33. Which of the following health care benefits do you provide for your direct employees?
(check all that apply)

Medical Care Insurance

Dental Insurance

Vision Care

Other (please specify)

SKIP - Don't Know or Prefer Not to Answer

34. On average, how much do you pay monthly as the employer portion for health insurances
(health, dental, vision) per employee?

35. On average, how much do you pay per year as the employer portion for life insurance for
an individual employee?

36. What type of retirement benefits do you pay as an employer?

No Retirement Benefits

401K Match

Defined Pension

Other (please specify)

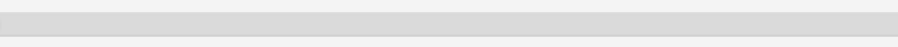
SKIP - Don't Know or Prefer Not to Answer

37. As a percentage of wages, how much do you contribute as the employer portion for an
employee's retirement (401K) benefits?

0%

10%

20% or More



38. On average, how many hours of **paid time off (PTO)** do you provide your direct employees? In your answer, include the total of vacation and sick leave. Do not include holiday pay.

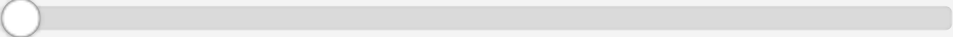
- 0 - No Leave Provided
- 1 Week per year
- 2 Weeks per year
- 3 Weeks per year
- 4 Weeks per year
- 5 Weeks per year
- Don't Know or Prefer Not to Answer
- Other (please specify)

Virginia Towing Cost Survey

TOW TRUCK EQUIPMENT COSTS

39. Please provide the total number of tow trucks (all types) your company owns:

0	50	100 or More	<input type="checkbox"/>
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40. If available, please list your three (3) most recent tow truck purchases:

	Year	Make	Model - GVWR Class
Truck 1 (Year, Make, Model, GVWR Class):	<input type="text"/>	<input type="text"/>	<input type="text"/>
Truck 2 (Year, Make, Model, GVWR Class):	<input type="text"/>	<input type="text"/>	<input type="text"/>
Truck 3 (Year, Make, Model, GVWR Class):	<input type="text"/>	<input type="text"/>	<input type="text"/>

41. Which of the following tow truck configurations do you typically purchase for trespass towing:

Wrecker Configuration

Flatbed or Rollback

Other (please specify)

SKIP - Don't Know or Prefer Not to Answer

42. What weight class (GVWR) of truck do you most frequently purchase and use for trespass tows:

Class 3: Example Ford F-350 with Wrecker Accessories

Class 4: Example Ford F-450, with Wrecker Accessories

Class 5: Example Ford F-550 with Wrecker Accessories

Class 6: Example Ford F-650 with Wrecker Accessories

Other (please specify)

SKIP - Don't Know or Prefer Not to Answer

43. Which of the following best describes how you typically acquire a tow truck used for trespass towing:

Purchase to Own

Lease

Combinations or Purchase and Lease

Other (please specify)

SKIP: Don't Know or Prefer Not to Answer

44. Which best describes the "condition" of your tow truck purchases?

New - With Warranty

Used - With Warranty

Used - Without Warranty

SKIP - Don't Know or Prefer Not to Answer

45. What is the estimated purchase cost of a new wrecker tow truck for the following weight classifications:

New Cost

Class 3 Wrecker
(GVWR 10,001 -
14,000 lbs)

Class 4 Wrecker
(GVWR 14,001 -
16,000 lbs)

Class 5 Wrecker
(GVWR: 16,001 -
19,500 lbs)

Class 6 Wrecker
(GVWR: 19,501 -
26,000 lbs)

Other (please specify)

46. What is the typical powertrain warranty (miles) for a new class 4-5 tow truck in miles?

- 36,000 miles or 3 Years (gas or diesel)
- 60,000 miles or 5 years (gas or diesel)
- 100,000 miles (gas or diesel)
- 200,000 miles (diesel only)
- 350,000 miles (diesel only)
- Other (please specify)

- SKIP - Don't Know or Prefer Not to Answer

47. What are the average annual costs per truck for licensing, registration, and property taxes?

- \$500 per year
- \$750 per year
- \$1,000 per year
- \$1,250 per year
- \$1,500 per year or more
- Other (please specify)

- SKIP - Don't Know or Prefer Not to Answer

48. What is the typical duration of a tow truck loan (in months):

- 12 months
- 24 months
- 36 months
- 48 months
- 60 months
- 72 months
- Other (please specify)

- SKIP - Don't Know or Prefer Not to Answer

49. What is a typical loan payment per month for a tow truck used for trespass towing?

\$0/month	\$1,500/month	\$3,000/month	
<input type="radio"/>	<div style="width: 100%; height: 10px; background: linear-gradient(to right, #ccc, #ccc);"></div>		<input type="checkbox"/>

Virginia Towing Cost Survey

TOW TRUCK MAINTENANCE COSTS

50. What are the estimated oil change costs (dollars) and frequencies (miles) for the following truck types?

	Oil Change Cost (\$/change)	Oil Change Frequency (miles)
Light Duty Truck:	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
Medium Duty Truck:	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
Heavy Duty Truck:	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>

Other (please specify)

51. What are the estimated tire costs (dollars) and life (miles) per tire for the following truck types?

	Tire Cost (\$ per tire)	Tire Life (miles)
Light Duty Truck: (per tire)	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
Medium Duty Truck: (per tire)	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
Heavy Duty Truck: (per tire):	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>

52. What are the estimated brake service costs (dollars) and frequencies (miles) for the following truck types?

	Brake Service Cost	Brake Life Frequency (miles)
Light Duty Truck:	<input type="text"/>	<input type="text"/>
Medium Duty Truck:	<input type="text"/>	<input type="text"/>
Heavy Duty Truck:	<input type="text"/>	<input type="text"/>

Other (please specify)

53. As a total, how much do you typically spend per year on preventive maintenance for a single tow truck?

Preventive maintenance is defined as "planned maintenance to extend the life of a truck" and includes oil changes, brakes, timing belts, lights, wipers, etc.

Estimated Annual
Preventive
Maintenance Cost (Per
Truck):

54. How much do you typically spend per year on mechanical repairs for a single tow truck?

Mechanical repairs are defined as unplanned repairs or replacement of mechanical components such as air conditioning, radiators, electrical, alternators, water pumps, engine and transmission work.

Annual Repair Costs
(\$):

55. How much do you typically spend per year on miscellaneous towing equipment for a single tow truck?

Miscellaneous equipment includes items such as cable, chains, tow straps, hand tools, coveralls, gloves, and safety wear.

Annual Equip. Costs
(\$):

Virginia Towing Cost Survey

GENERAL OVERHEAD COSTS

56. What is an average annual cost for commercial automotive insurance per tow truck?

Commercial auto insurance applies to the coverage of the towing vehicle and equipment.

Commercial Truck
Insurance (\$/yr):

57. What is the average annual cost for operator's liability insurance per tow truck?

Operator's liability insurance applies to coverages for tow cargo and other professional liabilities related to providing towing services.

Tow Operators
Insurance (\$/yr)

58. How much do you typically spend on general liability insurance per year?

General liability insurance applies to coverage for general risks in the operation and management of a business such as general property damage and bodily injury.

General Liability Ins.
(\$/yr)

59. Please provide the estimated annual costs for a tow truck driver to maintain background checks, medical exams, and CDL licensing?

- 0-\$250 per year
- \$251 - \$500 per year
- \$501 - \$750 per year
- \$751 - \$1,000 per year
- > \$1,000 per year
- Other (please specify)

- SKIP - Don't Know or Prefer Not to Answer

60. How much do you spend annually on training costs for each tow truck driver?

Training Costs (\$/yr)

61. How much do you spend annually for towing related software subscriptions such as dispatch software, towing records, notification software, etc.?

Software Costs (\$/yr)

62. How do you provide business office space?

- Rent Office Space for Towing Only
- Purchased Office Space for Towing Only
- Office Space Part of Tow Storage Lot
- Office Space Part of Other Business (such as Auto Repair)
- Home Office Space
- Other (please specify)

- SKIP - Don't Know or Prefer Not to Answer

63. Does your business own a vehicle storage lot?

- Yes
- No
- Other (please specify)

- SKIP - Don't Know or Prefer Not to Answer

64. If you rent office space, what is an average cost per square foot per year? Do not include utilities.

Office Rent (\$/SF/yr)

65. How do you provide related administrative support services such as answering phone calls, tow record submittals, billings, and notification letters?

- Tow Driver provides
- Administrative Staff
- Other (please specify)

66. Explain any unusual costs or trends that have affected your overhead costs in the last few years.

67. What do you believe is a reasonable profit margin for a towing company?

0% 10% 20%

68. What is the name and address of your business?

Business Name:	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Zip Code:	<input type="text"/>
Phone Number:	<input type="text"/>

69. List any other business names used (DBA - Doing Business As).

DBA 1 - Company Name:	<input type="text"/>
DBA 2 - Company Name:	<input type="text"/>

70. Provide the contact information for the person completing and submitting survey questionnaire.

Name:	<input type="text"/>
Title/Position:	<input type="text"/>
Phone Number:	<input type="text"/>
Email:	<input type="text"/>

APPENDIX D: EXAMPLE OWNER'S TOWING BILL OF RIGHTS



DEPARTMENT OF CONSUMER & REGULATORY AFFAIRS

Owner's Bill of Rights for Towed Vehicles

Who can tow your car or truck?

DC government officials can order **public tows** in emergencies -- and when vehicles:

- are involved in accidents.
- don't show licenses, registrations, or inspection stickers.
- are disabled (broken down).
- are parked in tow-away or other no-parking zones.
- block private driveways.
- are abandoned or threaten public health or safety.

A private property owner can order a **public tow** if a vehicle is illegally parked on private property and has been ticketed.

Private tows can be requested by:

- you or someone you authorize by written agreement with the tow company
- your lender (the company that financed your car)
- the vehicle's driver

What can you expect from the towing company?

The towing business must:

- be licensed by the Department of Consumer and Regulatory Affairs (DCRA) -- after DCRA investigates it, its driving and criminal records, insurance, and surety bond.
- follow all towing service license regulations.
- have a separate license to operate a towing storage lot.
- give courteous and respectful service no matter what your car's condition; or your race, color, religion, sex, national origin, marital status, personal appearance, familial status, matriculation, sexual orientation, disability, source of income, family responsibilities, political affiliation, age, or place of residence or business.
- post its rate list at its storage facility.

Your Rights If Your Vehicle Is Towed

Before the tow, the company must give you or the driver:

- the **Owner's Bill of Rights for Towed Vehicles**.
- a signed, itemized estimate of services the company will provide; their costs; the location from which the car will be towed; and operator's name, address, and vehicle owner.

If you see your vehicle being towed, you can:

- ask to stop the tow. (If the official who ordered the tow agrees, you must pay the operator a \$50 drop fee.)

After the tow, you have the right to:

- get an itemized statement of actual charges.
- get the name and account number of the towing company's insurance carrier. (*The towing company is responsible for any damage from a public tow.*)
- get a receipt, copy of the ticket or legal authority to tow the car, DPW towing control number, and the **Owner's Bill of Rights**.
- pay by cash; insurance draft; money order; bank or certified check; or credit card (at least 2 nationally-known).
- inspect your vehicle at the storage facility; however, you cannot remove any personal property from the vehicle without authorization of the tow company.
- have no repairs made to your vehicle unless you authorize them in writing.
- have the vehicle released to you when you prove your identity and ownership and pay all charges.

How much can a towing company charge for a public tow?	
Standard: vehicles under 8,000 lbs	No more than..
Preparation, hoist, tow to a place in DC	\$100 per tow
Heavy-duty: vehicles over 8,000 lbs	No more than..
Preparation, hoist, tow to a place in DC	\$275 per tow
Services	No more than..
Road service	\$50 per visit
Disconnect (drop) fee	\$50
Storage fee*	\$20 per day
Extra Charges (for accident sites or other special situations)	Operator may collect -- but get DCRA approval within 72 hours
* Daily storage fees start when the vehicle gets to the storage lot.	

What if you're towed for not paying tickets?

Pay online at dmv.dc.gov; by mail to the address on the ticket; or at DMV Adjudication Services, 95 M Street, SW, Washington, DC 20024. Take proof of payment to the towing storage lot to claim your car. You may also have to pay towing and storage fees.

If an agency ordered a public tow of your car, how can you find it?

Call DC's Towing Control Dispatcher: (202) 541-6083.

Where can you complain about a towing company?

	Muriel Bowser Mayor, Government of the District of Columbia
	Melinda Bolling Director, Department of Consumer and Regulatory Affairs dcra.dc.gov

