



December 3, 2007

Tow Truck Company Owners/Management:

A new City of Glendale ordinance regulating private property non-consensual towing (defined as the commercial service of towing, transport or impound of a motor vehicle from private property without the permission of the owner or operator of the vehicle; hereinafter referred to as “towing carrier”) will become effective on December 28, 2007. Examples of towing carrier activity includes an apartment complex or business contracting for removal of vehicles parked in fire lanes or in violation of other parking restrictions. The proposed ordinance does not impact point-to-point customer contracted tows (towing with the consent of the owner), business contracted tows or police department contracts with the tow industry. A copy of the ordinance is included with this letter.

If your towing company performs towing carrier activities within Glendale city limits, you will need to register annually with the Tax and License Department located on the first floor at the Glendale City Hall Complex at 5850 W. Glendale Avenue, Glendale, Arizona, 85301. The phone number for this office is 623-930-3190. The registration process can be completed by the towing carrier owner or designated manager.

Following are the main Glendale ordinance provisions:

Requires towing carriers to register annually with the tax and license department and provide the addresses of their vehicle storage locations. The special regulatory license will be issued to the owner of the business or the designated site manager. The towing carrier initial application costs will be \$270 which includes the \$155 regulatory license, \$85 one time application fee and a \$30 background fee. Subsequent years only require the yearly \$155 regulatory license. The application for license will be denied if the business owner does not meet the issuance standards.

Requires that property owner provide written permission or a written contract with the towing carrier prior to non-consensual towing of privately owned vehicles. Written contracts must be renewed yearly with property owners.

Requires that the tow operator provide his/her name and the towing carrier phone number to the Glendale Police Department dispatch immediately upon towing a vehicle; the towing carrier phone number must be monitored by a live person 24 hours a day. The police number for this contact is 623-930-3000.



The city will establish annually, via resolution, the fee structure allowed by towing carriers to charge the public for non-consensual towing, release fee, after-hours fee and daily storage charge. The resolution provides for increased towing charges based on the gross vehicle weight. The current fee structure:

Tow Fee	\$135
Release at tow site	\$75
Daily storage fee	\$20
Release after hours	\$50

*If the vehicle's gross weight is 10,000 to 26,000 pounds, the fee can be increased two times. For vehicles over 26,000 pounds, the fee can be increased up to four times the regular towing fee.

Prohibits charges for retrieval of personal items or vehicle documents, defines what documents constitute proof of vehicle ownership and mandates release of the vehicle if they are presented.

Requires signage in towing carrier office and storage lot entrances that provides the fee structure for non-consensual private property tows and the business hours of operation.

Outlines the information permissible on a receipt for the vehicle being claimed.

Revokes the towing carrier's city license for six months if convicted of two or more of the city codes during a 24 month period.

State law requires that private property parking lots display signage containing the restrictions on parking, disposition of vehicles found in violation of the parking restrictions and maximum cost to the violator, including storage fees. The signs must also display the telephone number and address where the owner can locate his/her vehicle. The proposed Glendale ordinance matches state law and additionally requires:

- The name of the towing carrier
- The Glendale ordinance number
- Display Glendale established maximum tow fee

If you have any questions regarding the ordinance or registration process, you may contact me at 623-930-3055.

Sincerely,

Harold Brady
Public Safety Staff Attorney
Glendale Police Department

