

# PROPOSED

AMENDED  
June 5 and July 3, 2017

## COUNTY COUNCIL OF ANNE ARUNDEL COUNTY, MARYLAND

Legislative Session 2017, Legislative Day No. 8

Bill No. 34-17

Introduced by Mr. Grasso, Mr. Walker, Mr. Pruski, and Mr. Smith

By the County Council, April 17, 2017

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Introduced and first read on April 17, 2017  
Public Hearing set for and held on May 15, 2017  
Bill AMENDED on June 5, 2017  
Public Hearing on AMENDED bill set for and held on June 19, 2017  
Bill AMENDED on July 3, 2017  
Public Hearing on SECOND AMENDED bill set for July 17, 2017  
Bill Expires July 21, 2017

By Order: JoAnne Gray, Administrative Officer

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### A BILL ENTITLED

1 AN ORDINANCE concerning: Licenses – Towing Companies – Police-initiated Tows

2  
3 FOR the purpose of defining certain terms; repealing provisions allowing for the creation  
4 of rules, regulations, and procedures applicable to certain licensed towing companies; amending  
5 certain licensing provisions related to the marking and inspection of tow trucks,  
6 qualification of tow truck drivers, and additional standards for police towers; adding a  
7 provision related to the storage and holding of police-initiated tows; revising  
8 provisions for inspection and release of towed vehicles and personal property in  
9 towed vehicles; amending provisions related to the tow rotation list and dispatch  
10 procedures related to police-initiated tows from rotation list calls; adding certain  
11 administrative procedures for companies performing police-initiated tows; requiring  
12 certain equipment be kept on tow trucks used for police-initiated tows; establishing  
13 procedures for handling debris, unclaimed vehicles, and complaints; and generally  
14 relating to the licensing of certain towing companies performing towing at the request  
15 of the Police Department.  
16

17  
18 BY renumbering: § 11-16-101(6) through (8) to be § 11-16-101(8) through (10),  
19 respectively  
20 Anne Arundel County Code (2005 as amended)

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EXPLANATION: CAPITALS indicate new matter added to existing law.  
[Brackets] indicate matter stricken from existing law.  
Underlining indicates amendments to bill.  
~~Strikeover~~ indicates matter stricken from bill by amendment.

1 BY adding: §§ 11-16-101(6), (7), (11) and, (12), (13) and (14); 11-16 103(d); 11-16-  
2 201(e)(4); 11-16-203(e); and 11-16-304  
3 Anne Arundel County Code (2005 as amended)

4  
5 BY repealing and reenacting, with amendments: §§ 11-16-101(5); 11-16-102; and 11-16-  
6 201(b)(1)11-16-201(b), (c) and (i); 11-16-204; 11-16-205(c) and (d); 11-16-302(b)  
7 and (c); and 11-16-303(b) and (c) (as amended by Bill No. 60-16)  
8 Anne Arundel County Code (2005, as amended)

9  
10 SECTION 1. ~~*Be it enacted by the County Council of Anne Arundel County,*~~  
11 ~~*Maryland, That Section(s) of the Anne Arundel County Code (2005, as amended) read as*~~  
12 ~~*follows:*~~

13  
14 SECTION 1. *Be it enacted by the County Council of Anne Arundel County,*  
15 *Maryland, That §11-16-101(6) through (8) of the Anne Arundel County Code (2005, as*  
16 *amended) is hereby renumbered to be § 11-16-101(8) through (10), respectively.*

17  
18 SECTION 2. *And be it further enacted, That Section(s) of the Anne Arundel County*  
19 *Code (2005, as amended)(and as amended by Bill No. 60-16) read as follows:*

20  
21 **ARTICLE 11. LICENSES**

22  
23 **TITLE 16. TOWING COMPANIES**

24  
25 **11-16-101. Definitions.**

26  
27 In this title the following words have the meanings indicated:

28  
29 (5) “Regular business day” means the period between 8:00 a.m. and 6:00 p.m.,  
30 Monday through Friday, and 8:00 a.m. to 12 noon on Saturday, EXCLUDING PAID  
31 holidays [excluded] OBSERVED BY THE COUNTY.

32  
33 (6) “SPECIALIZED EQUIPMENT” MEANS HEAVY-DUTY TRUCKS, INCLUDING CRANE  
34 AND ROTATOR TRUCKS, VEHICLES WITH EXTENDED WINCHING ABILITY, AND VEHICLES  
35 WITH OFF-ROAD, FOUR WHEEL CAPABILITY.

36  
37 (7) “TOW SLIP” MEANS A REPORT PREPARED BY A POLICE OFFICER THAT LISTS  
38 AND DESCRIBES A VEHICLE TOWED AT THE REQUEST OF THE POLICE DEPARTMENT AND  
39 WHETHER WINCHING WAS NECESSARY.

40  
41 (11) “VEHICLE” MEANS A MOTORIZED VEHICLE USED FOR TRANSPORTING PEOPLE  
42 OR GOODS, AND FOR PURPOSES OF THIS TITLE, MAY ALSO INCLUDE ABANDONED BOATS,  
43 TIRES, DUMPSTERS, OR OTHER ITEMS TRANSPORTED BY A TOWING COMPANY AT THE  
44 REQUEST OF THE POLICE DEPARTMENT.

45  
46 (12) “VEHICLE DEBRIS” MEANS VEHICLE COMPONENTS, CARGO, FLUID, AND  
47 ABSORBENT MATERIALS RESULTING FROM A CRASH OR RELATED TOWING OPERATIONS.

48  
49 (13) “WINCHING” MEANS USING A CABLE TO MOVE A VEHICLE THAT IS AT LEAST  
50 15 FEET FROM THE ROADWAY WHEN UNABLE TO BE ACCESSED DIRECTLY BY A TOW  
51 TRUCK OR WORK REQUIRED TO RIGHT AN OVERTURNED VEHICLE.

1           (14) "REDEMPTION AREA" MEANS A LOCATION USED TO ACCEPT PAYMENTS AND  
2 AUTHORIZE RELEASE OF VEHICLES AND WHICH MAY BE SEPARATE FROM A STORAGE  
3 LOT.

4  
5       **11-16-102. Standards and forms.**

6  
7       After consultation with the Police Department, the Department may promulgate  
8 [rules, regulations,] forms[, and procedures that promote the intent of] TO IMPLEMENT  
9 THE STANDARDS OF this title. THE STANDARDS SET FORTH IN THIS TITLE ARE THE  
10 EXCLUSIVE STANDARDS REQUIRED TO OBTAIN A LICENSE AND CONDUCT TOWING  
11 SERVICES IN THE COUNTY. THE DEPARTMENT, THE POLICE DEPARTMENT, AND ADOPTED  
12 FORMS MAY NOT IMPOSE ADDITIONAL STANDARDS ON A TOWING COMPANY IN ORDER  
13 TO OPERATE AS A LICENSED TOWING COMPANY IN THE COUNTY OR TO BE ELIGIBLE FOR  
14 PARTICIPATION IN THE POLICE-INITIATED TOWING.

15  
16       **11-16-103. Telephones.**

17  
18       (D) Facsimile Machine; Email Address. EACH TOWING COMPANY LICENSED TO  
19 CONDUCT POLICE-INITIATED TOWING SHALL MAINTAIN A FACSIMILE MACHINE ON A  
20 DEDICATED PHONE LINE THAT AUTOMATICALLY RECEIVES FAXES. A TOWING COMPANY  
21 MAY SUBSTITUTE AN EMAIL ADDRESS THAT IS CAPABLE OF SENDING AND RECEIVING  
22 ELECTRONICALLY SCANNED DOCUMENTS TO COMPLY WITH THE REQUIREMENTS OF  
23 THIS SECTION.

24  
25       **11-16-201. License.**

26  
27       (b) **Standards for issuance.** To be eligible for a license, a towing company shall  
28 meet the following standards:

29  
30           (1) the towing company shall comply with all applicable federal, State, and local  
31 statutes, ordinances, and regulations, and all [rules, regulations,] forms[, and operating  
32 procedures] that are promulgated by the Department;

33  
34           ~~(2) all tow trucks used by the towing company shall be registered by the State~~  
35 ~~Motor Vehicle Administration, capable of performing normal towing operations in a safe~~  
36 ~~and timely manner, and [legibly] inscribed on each side with the name and address of the~~  
37 ~~towing company in letters [at least four inches in height] AS PROVIDED BY 49 CFR PART~~  
38 ~~390.21;~~

39  
40           (2) all tow trucks used by the towing company shall be registered by the State  
41 Motor Vehicle Administration, capable of performing normal towing operations in a safe  
42 and timely manner, and [legibly] inscribed on each side with the name and address of the  
43 towing company, THE TOWING COMPANY'S TELEPHONE NUMBER, AND THE TRUCK UNIT  
44 NUMBER in letters OR NUMBERS at least [four] THREE inches in height MEASURED SO AS  
45 TO INCLUDE ANY UNDERLINING OR SHADOWING;

46  
47           (3) the tow trucks shall be in good mechanical condition and equipped with  
48 necessary towing gear and safety apparatus AND SHALL BE INSPECTED BY THE POLICE  
49 DEPARTMENT AT THE TIME OF INITIAL APPLICATION FOR A TOWING LICENSE, AT  
50 LICENSE RENEWAL, OR UPON DEMAND OF THE POLICE DEPARTMENT; and

1           (4) the towing company shall ensure that each tow truck operator:

2  
3           (i) holds a valid driver's license issued by the United States Government or  
4 the State of the person's residence for the class vehicle that the driver operates while  
5 employed as a tow truck operator;

6  
7           (ii) is at least 18 years old;

8  
9           (iii) is courteous and does not use abusive or offensive language when dealing  
10 with the public or police;

11  
12           (iv) within the three-year period prior to the date of the application, has not  
13 been convicted of a felony or entered a plea of guilty or *nolo contendere* to a felony;

14  
15           (v) is not a consistent violator of CRIMINAL OR motor vehicle laws; [and]

16  
17           (vi) does not have a history of drug or alcohol abuse; AND

18  
19           (VII) IS ADEQUATELY TRAINED ON THE TOPICS AND TASKS ASSIGNED TO THE  
20 TOW TRUCK OPERATOR, SAFETY CONSIDERATIONS AND PRECAUTIONS, INCIDENT  
21 MANAGEMENT, OPERATION OF THE TOW TRUCK AND RELATED EQUIPMENT, AND  
22 TOWING AND RECOVERY METHODS.

23  
24           (c) **Additional standards for police-initiated towing.** A towing company that  
25 engages in police- initiated towing shall:

26  
27           (1) possess at least three tow trucks registered by the State Motor Vehicle  
28 Administration that are capable of performing normal towing operations in a safe and  
29 timely manner;

30  
31           (2) be operational and available 24 hours a day, seven days a week, with sufficient  
32 qualified, licensed, and trained personnel to respond to requests and operate the tow  
33 trucks and related equipment; [and]

34  
35           (3) be able to respond to calls for service in a tow area within 30 minutes and  
36 shall have an acceptable response record or be expected to be able to respond in the  
37 required time frame; AND

38  
39           (4) PROVIDE A LIST TO THE DEPARTMENT OF ITS SPECIALIZED EQUIPMENT.

40  
41           (i) **Denial; revocation; suspension.** After providing a hearing, the Director may  
42 deny, revoke, or suspend the license of a towing company that:

43  
44           (1) violates any of the provisions of this title;

45  
46           (2) violates any rules or regulations [adopted under this title] UNDER TITLE 49 OF  
47 THE CODE OF FEDERAL REGULATIONS;

48  
49           (3) violates any of the provisions [of § 12-3-107] of this Code OR OF TITLES 11,13,  
50 16, 17, 21, 22, OR 24 OF THE TRANSPORTATION ARTICLE OF THE STATE CODE;

1           (4) fails to submit timely and proper State and County forms or reports; or

2  
3           (5) has a license to tow suspended or revoked by another jurisdiction after  
4 opportunity for a hearing.

5  
6       **11-16-203. Storage.**

7  
8           **(E) Storage for police-initiated tows; holds.** THE SECURE STORAGE LOT FOR POLICE-  
9 INITIATED TOWS SHALL BE OPEN AND STAFFED DURING THE REGULAR BUSINESS DAY.  
10 THE TOWING COMPANY MAY NOT PERMIT NON-POLICE ACCESS TO OR RELEASE OF ANY  
11 TOWED VEHICLE UPON WHICH THE POLICE DEPARTMENT HAS PLACED A "HOLD" FOR  
12 INVESTIGATIVE PURPOSES. THE POLICE DEPARTMENT SHALL BE NOTIFIED OF ANY  
13 HOLDS LONGER THAN THREE BUSINESS DAYS.

14  
15       **11-16-204. Inspection; release of vehicle and personal property.**

16  
17           **(a) Inspection by police.** A towing company shall accommodate all requests by the  
18 police to inspect or view any towed vehicle in its possession AND ASSOCIATED  
19 DOCUMENTS.

20  
21           **(B) Inspection by owner or insurer.** THE TOWING COMPANY SHALL PROVIDE TO  
22 THE OWNER AND THEIR AGENTS OR INSURERS ACCESS TO A VEHICLE TOWED AS A  
23 POLICE-INITIATED TOW DURING REGULAR BUSINESS HOURS IN ORDER TO SURVEY IT  
24 FOR DAMAGE.

25  
26           **[(b)] (C) Release of vehicle.** A towing company shall release a towed vehicle during  
27 the regular business day and may release a vehicle at other times. A towing company that  
28 performs nonconsensual towing shall be available to release the towed vehicle at all  
29 times, 24 hours a day, seven days a week, to the towed vehicle's owner or the owner's  
30 representative. BEFORE RELEASING A VEHICLE, THE TOWING COMPANY SHALL TAKE  
31 REASONABLE STEPS TO VERIFY OWNERSHIP OF THE VEHICLE. An owner's  
32 [representative] AGENT must present a copy of a valid driver's license and an original key  
33 to the vehicle to obtain the vehicle AS WELL AS REASONABLE PROOF THAT THE OWNER  
34 HAS CONSENTED TO RELEASE OF THE VEHICLE TO THE AGENT.

35  
36           **[(c)] (D) Release of personal property.** Personal property shall be released to the  
37 owner or the owner's agent during the regular business day and, if a nonconsensual tow,  
38 personal property shall be made available for release 24 hours a day, seven days a week,  
39 from the time the vehicle was received at the storage facility. THE TOWING COMPANY  
40 SHALL TAKE REASONABLE STEPS TO VERIFY OWNERSHIP OF THE VEHICLE BEFORE  
41 PERSONAL PROPERTY IN THE VEHICLE IS RELEASED.

42  
43       **11-16-205. Rates, charges, and payment.**

44  
45           **(c) Required forms of payment.** In addition to accepting cash payments, a towing  
46 company [engaged in nonconsensual towing] and storage facility [must] SHALL provide  
47 evidence to the Department confirming acceptance of at least two nationally recognized  
48 major credit cards [or provide an operable automated teller machine on the premises to  
49 obtain cash] for payment of all towing, recovery and storage charges. In the event a

1 towing company or storage facility [engaging in nonconsensual towing] is unable to  
2 process a vehicle owner's credit card [or accepts only cash payment and there is no  
3 operable automatic teller machine (ATM) on the premises], a vehicle owner may pay for  
4 the towing fees necessary to retrieve his vehicle by a personal check. A towing company  
5 or storage facility [engaging in nonconsensual towing] may refuse to accept a personal  
6 check in the event a vehicle owner's credit card is declined by the credit card issuing  
7 company.

8  
9 (d) Receipt required. A towing company shall issue [a] AN ITEMIZED receipt in  
10 exchange for payment of towing fees.

11  
12 **11-16-302. Tow areas; rotation list.**

13  
14 (b) Rotation. For each tow area, the Police Department shall maintain a rotation list  
15 that includes all licensed towing companies assigned to the tow area and from which  
16 requests for towing service shall be made. In making a request for towing service from a  
17 rotation list, the Police Department shall determine which licensed towing company  
18 received the last request; request the next towing company on the list to respond; and, if  
19 the requested towing company is unable to respond, contact each successive towing  
20 company on the list until the service is arranged. A REQUEST FOR TOWING SERVICE  
21 INCLUDES ALL TOWING AND RECOVERY SERVICES NEEDED FOR THAT INCIDENT. IF THE  
22 TOWING COMPANY IS UNABLE TO COMPLETE THE TASK FOR ANY REASON, THE POLICE  
23 DEPARTMENT MAY CALL THE NEXT TOWING COMPANY ON THE LIST TO SUPPLEMENT OR  
24 REPLACE THE ORIGINAL REQUEST. A TOWING COMPANY THAT IS UNABLE TO RESPOND  
25 OR THAT DOES NOT RESPOND TO A TOWING REQUEST SHALL BE PLACED AT THE  
26 BOTTOM OF THE ROTATION LIST.

27  
28 (c) Rotation deviation. The Police Department may deviate from the order of the  
29 rotation lists when there is a need for specialized equipment or when the police determine  
30 that deviation is necessary for the public welfare. A towing company may respond to a  
31 request requiring specialized equipment by using equipment not owned by the towing  
32 company if the equipment has a current towing inspection sticker issued by the police  
33 department. In addition to any mailed notices required under this title, the towing  
34 company shall ensure, to the fullest extent possible, that the towed vehicle's owner has  
35 full and correct information on where, when and how to retrieve the vehicle at the time  
36 the vehicle is towed. DEVIATION FROM THE TOWING LIST MAY NOT ADVERSELY AFFECT  
37 THE POSITION OF ANY OTHER TOWING COMPANY ON THE LIST.

38  
39 **11-16-303. Response Standards; Dispatch Procedures.**

40  
41 (b) Request by Police Department required. A towing company may not attempt to  
42 take a disabled, abandoned, or recovered vehicle in tow without being requested to do so  
43 by the Police Department. THE POLICE DEPARTMENT SHALL RELAY ALL RELEVANT AND  
44 AVAILABLE INFORMATION ABOUT THE TOWING REQUEST TO THE TOWING COMPANY.  
45 USING THAT INFORMATION, THE TOWING COMPANY SHALL DISPATCH APPROPRIATE  
46 PERSONNEL AND EQUIPMENT. IF THE TOWING COMPANY FAILS TO RESPOND WITH  
47 APPROPRIATE PERSONNEL AND EQUIPMENT BASED ON THE INFORMATION PROVIDED,  
48 THE POLICE DEPARTMENT MAY DISMISS THE TOWING COMPANY AND THE TOWING  
49 COMPANY MAY NOT BE REIMBURSED FOR THE RESPONSE.

50  
51 (c) Events at the scene. UPON ENCOUNTERING COMPLEX OR UNKNOWN  
52 SITUATIONS, THE TOWING COMPANY MAY REQUEST ADDITIONAL PERSONNEL AND

1 EQUIPMENT AFTER RECEIVING PERMISSION FROM THE LEAD OFFICER AT THE SCENE.  
2 THE TOW TRUCK OPERATOR SHALL NOTIFY A POLICE OFFICER AT THE SCENE OF ANY  
3 VALUABLES OBSERVED IN THE VEHICLE AND REQUEST THAT AN OFFICER REMOVE  
4 THOSE ITEMS. PRIOR TO LEAVING THE SCENE, THE TOW TRUCK OPERATOR SHALL  
5 OBTAIN A COMPLETED TOW SLIP FOR THE INCIDENT FROM A POLICE OFFICER. [On  
6 arriving at the scene, the] THE towing company shall remove the vehicle to the  
7 company's storage lot specified on the application UNLESS DIRECTED TO A DIFFERENT  
8 LOCATION BY AN OFFICER AT THE SCENE. A towing company may not leave the scene  
9 until released by the police personnel in charge of the scene.

10  
11 **11-16-304. Additional provisions for police-initiated tows.**

12  
13 **(A) Files for tow truck operators.** A TOWING COMPANY SHALL MAINTAIN A FILE  
14 FOR ALL TOW TRUCK OPERATORS, WHICH SHALL INCLUDE THE APPLICATION FOR  
15 EMPLOYMENT; THE RESULTS OF A PRE-EMPLOYMENT INVESTIGATION OF THE TOW  
16 TRUCK OPERATOR, INCLUDING DOCUMENTATION RELATING TO PAST CRIMINAL OR  
17 OTHER MOTOR VEHICLE LAW VIOLATIONS; EVIDENCE THAT THE TOW TRUCK OPERATOR  
18 HAS THE REQUIRED DRIVER'S LICENSE; AND ANY REQUIRED MEDICAL  
19 DOCUMENTATION. A TOWING COMPANY SHALL CONDUCT AN ANNUAL REVIEW OF THE  
20 DRIVING RECORDS FOR ALL TOW TRUCK OPERATORS AND RETAIN THE RESULTS OF  
21 THAT REVIEW IN THE FILE. A TOWING COMPANY SHALL REQUIRE THAT ITS TOW TRUCK  
22 OPERATORS PROMPTLY NOTIFY THE TOWING COMPANY OF ANY NEW CRIMINAL OR  
23 MOTOR VEHICLE LAWS VIOLATIONS.

24  
25 **(B) New Equipment.** A TOWING COMPANY SHALL NOTIFY THE DEPARTMENT AND  
26 THE POLICE DEPARTMENT WITHIN 15 DAYS OF ADDING OR ELIMINATING TOW TRUCKS  
27 AND ARRANGE FOR INSPECTION OF A NEW TOW TRUCK.

28  
29 **(C) Additional equipment.** THE FOLLOWING EQUIPMENT SHALL BE IN PROPER  
30 WORKING CONDITION AND CARRIED OR MOUNTED ON EVERY TOW TRUCK:

31  
32 (1) WARNING LIGHTS, AMBER IN COLOR, VISIBLE FROM BOTH THE FRONT AND  
33 REAR OF THE TRUCK, AND SECURELY MOUNTED;

34  
35 (2) SAFETY CHAINS, STAYS OR STRAPS AS NECESSARY TO PROPERLY SECURE  
36 TOWED VEHICLES AND DEBRIS ON THE TOW TRUCK AS REQUIRED BY LAW;

37  
38 (3) A BROOM, A SHOVEL AND CONTAINERS SUITABLE FOR TRANSPORTING  
39 VEHICLE DEBRIS AND REMOVING USED ABSORBENT;

40  
41 (4) SUFFICIENT QUANTITIES OF ABSORBENT OR OTHER MATERIAL SUITABLE FOR  
42 VEHICLE FLUIDS COMMONLY FOUND AT CRASH SITES;

43  
44 (5) AUXILIARY LIGHTING FOR NIGHT OPERATIONS, VEHICLE-MOUNTED OR  
45 HANDHELD;

46  
47 (6) A FLASHLIGHT;

48  
49 (7) A FIRE EXTINGUISHER HAVING A UL RATING OF 5 B:C OR GREATER;

50  
51 (8) THREE REFLECTIVE, NON-FLAMING PRODUCING, TRAFFIC WARNING DEVICES;

52  
53 (9) A CURRENT ANNE ARUNDEL COUNTY TOWING LICENSE, DECAL AND  
54 APPROVED FEE SCHEDULE;

1           (10) FOR A TOW TRUCK THAT USES A WHEEL LIFT OR SLING TO TRANSPORT A  
2 TOWED VEHICLE ON THE VEHICLE'S OWN WHEELS, ONE SET OF WHEEL DOLLIES IF THE  
3 TRUCK IS NOT A ROLLBACK/TILT BED TRUCK;

4  
5           (11) AUXILIARY STOP, TURN, AND TAIL LAMP ASSEMBLY EXTENSION LIGHTING;  
6 AND

7  
8           (12) A STEERING WHEEL CLAMP OR SUITABLE TIE DOWN TO SECURED STEERED  
9 WHEELS.

10  
11           (D) **Debris at the scene.** A TOWING COMPANY IS RESPONSIBLE FOR THE REMOVAL OF  
12 ALL TOWED VEHICLE DEBRIS FROM THE ROADWAY AND THE CLEANUP AND REMOVAL  
13 OF SMALL QUANTITIES OF TOWED VEHICLE FLUIDS NORMALLY ASSOCIATED WITH A  
14 VEHICLE ACCIDENT. NO VEHICLE DEBRIS MAY BE PLACED INTO THE TOWED VEHICLE  
15 WITHOUT APPROVAL FROM THE POLICE OFFICER AT THE SCENE. ABSORBENT MATERIAL  
16 MAY NOT BE PLACED INTO THE VEHICLE.

17  
18           (E) **Unclaimed vehicles.** IF THE OWNER OR THE OWNER'S AGENT DOES NOT RECLAIM  
19 A TOWED VEHICLE WITHIN SEVEN DAYS OF THE TOW, THE TOWING COMPANY SHALL  
20 SUBMIT AN UNCLAIMED VEHICLE NOTICE TO THE POLICE DEPARTMENT. IF THE VEHICLE  
21 IS SUBSEQUENTLY RECLAIMED, THE TOWING COMPANY SHALL PROMPTLY NOTIFY THE  
22 POLICE DEPARTMENT. THE TOWING COMPANY SHALL ALSO INFORM THE POLICE  
23 DEPARTMENT OF TOWED VEHICLES THAT ARE UNIDENTIFIABLE, HAVE NO VEHICLE  
24 IDENTIFICATION NUMBER, OR OTHER KNOWN PROBLEMS.

25  
26           (F) **Invoices and fees.** ALL INVOICES SHALL CONTAIN THE TOWING COMPANY'S  
27 NAME, AN INVOICE NUMBER, AND AN ITEMIZATION OF ALL FEES. ANNE ARUNDEL  
28 COUNTY SHALL PAY FOR THE TOWING OF ANY VEHICLE OWNED BY ANNE ARUNDEL  
29 COUNTY, THE TOWING OF ANY VEHICLE TO A POLICE FACILITY BY REQUEST OF A POLICE  
30 OFFICER, CANCELLATIONS ON THE SCENE OF A CALL, AND REASONABLE OUT-OF-  
31 POCKET FEES AND EXPENSES INCURRED BY A TOWING COMPANY FOR THE TOWING AND  
32 DISPOSITION OF ABANDONED BOATS, TIRES, DUMPSTERS AND OTHER PROPERTY  
33 REMOVED OR TOWED BY THE TOWING COMPANY AT THE REQUEST OF THE POLICE  
34 DEPARTMENT.

35  
36           (G) **Complaints.** IF AN INDIVIDUAL, INSURER, POLICE OFFICER, POLICE DISPATCHER,  
37 OR A TOWING COMPANY EMPLOYEE FILES A COMPLAINT RELATING TO A POLICE-  
38 INITIATED TOW, THE COMPLAINT SHALL FIRST BE INVESTIGATED BY THE POLICE  
39 DEPARTMENT AND THEN FORWARDED TO THE DEPARTMENT FOR WHATEVER ACTION  
40 THE DEPARTMENT DEEMS NECESSARY. A TOWING COMPANY SHALL BE NOTIFIED OF A  
41 COMPLAINT IN PERSON OR BY CERTIFIED MAIL AND SHALL RESPOND, IN WRITING,  
42 WITHIN FIVE DAYS OF RECEIPT, TO THE POLICE DEPARTMENT WITH ALL  
43 DOCUMENTATION REQUESTED IN THE NOTICE. UPON REQUEST BY THE POLICE  
44 DEPARTMENT OR THE TOWING COMPANY FOR A HEARING WITH THE DEPARTMENT, AN  
45 ADMINISTRATIVE HEARING BY THE DEPARTMENT SHALL OCCUR WITHIN SEVEN DAYS OF  
46 RECEIPT OF THE REQUEST. A DECISION SHALL BE ISSUED WITHIN FIVE DAYS OF THE  
47 HEARING BY THE DIRECTOR. VIOLATIONS OF LAW MAY BE CHARGED ON CRIMINAL OR  
48 CIVIL CITATIONS AND ARE SEPARATE FROM ANY ADMINISTRATIVE SANCTIONS BY THE  
49 DEPARTMENT UNDER THIS SUBTITLE.

50  
51           SECTION 2 3. *And be it further enacted,* That this Ordinance shall take effect 45  
52 days from the date it becomes law.