

1 **Board of Towing and Recovery Operators**

2
3 **Licensing and Regulatory**
4 **Affairs Committee**

5
6
7 **Working Paper**

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13 **August 30, 2007**

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INDEX

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41

- Purpose / Requirement for regulation.**
- 24 VAC 27-30-10. Definitions.**
- 24 VAC 27-30-15. Fees.**
- 24 VAC 27-30-20. General Requirements for Operator’s licensure.**
- 24 VAC 27-30-25. Operator’s Licensure without examination.**
- 24 VAC 27-30-30. Operator’s Licensure by examination.**
- 24 VAC 27-30-35. Operator’s Licensure by endorsement.**
- 24 VAC 27-30-40. Exemptions**
- 24 VAC 27-30-45. Transfer of operator’s license.**
- 24 VAC 27-30-50. Temporary Towing Permits or duplicate applications**
- 24 VAC 27-30-55. Trip permits, regulations, fees**
- 24 VAC 27-30-60. Unprofessional conduct.**
- 24 VAC 27-30-65. Standards of practice.**
- 24 VAC 27-30-70. Operating without a license, penalties.**
- 24 VAC 27-30-75. Expedited process to consider consumer complaints.**
- 24 VAC 27-30-80. Prerequisites for Application for Driver’s Authorization.**
- 24 VAC 27-30-85. Exemptions from tow truck driver authorizations**
- 24 VAC 27-30-90. Requirements for Drivers.**
- 24 VAC 27-30-95. Renewal of licensure; reinstatement; renewal of fees.**
- 24 VAC 27-30-100. Requirements for continuing education.**

1
2 **Part I. General Provisions**
3
4

5 **Purpose / Requirement for regulation.**
6

7 Section 46.2-2805 of the Code of Virginia establishes the authority of the Board for Towing and
8 Recovery Operators to establish requirements and oversight of towing and recovery operators
9 and the towing and recovery industry, to ensure their possessing and maintaining minimal levels
10 of competency for the public safety and welfare, to establish the necessary qualifications for
11 licensure and regulation of towing and recovery operators, to ensure the competency and
12 integrity of the regulated industry, to examine applicants, to establish renewal schedules, to
13 administer fees to cover the administrative expenses of the regulatory program, and to take
14 disciplinary action for violation of laws and regulations, and to provide oversight for and
15 enforcement of authorized documentation of drivers of towing and recovery vehicles.
16

17
18 **24 VAC 27-30-10. Definitions.**
19

20 The following words and terms when used in these regulations, by the Virginia Board for
21 Towing and Recovery Operators, or the Board's related documents, unless expressly stated
22 otherwise, shall have the following meanings:
23

24 **"Board"** or **"BTRO"** means the Virginia Board for Towing and Recovery Operators.
25

26 **"Class A Operator"** means a towing and recovery business towing vehicles of an unlimited
27 gross vehicle weight.
28

29 **"Class B Operator"** means a towing and recovery business towing vehicles of a gross vehicle
30 weight of 26,000 pounds or less.
31

32 **"Driver"** means a person who drives or is in actual physical control of a tow truck. A driver
33 shall have obtained an authorization document issued by the Board in order to drive a tow truck
34 while providing towing or recovery services.
35

36 **"Equipment"** means any tow truck, vehicle or related machinery or tools used to provide towing
37 or recovery services.
38

39 **"Gross vehicle weight"** means the aggregate weight of a vehicle and the load thereon.
40

41 **"Gross vehicle weight rating"** means the value specified by the manufacturer as the loaded
42 weight of a single vehicle. **Add reference to § 46.2-341.4.**
43

1 **"Law-enforcement officer"** means any officer authorized to direct or regulate traffic or to make
2 arrests for violations of the Code of Virginia or local ordinances authorized by law relating to
3 driver's or driving of motor vehicles.

4
5 **"Operator"** means, for the purposes of these regulations, the same as "Towing and recovery
6 operator", notwithstanding the provisions of §46.2-100, which defines operator differently.

7
8 **"Private Property / Trespass Tow"** means requests for towing and recovery services made by
9 the owner, operator or lessee of private property, or the authorized agent thereof, pursuant to the
10 provisions of Article 3 of Chapter 12 of Title 46.2 of the Code of Virginia, or local ordinances
11 adopted under that Article, or under contract between such person and a towing and recovery
12 operator which specifies what tows are to be made from the property when a motor vehicle or
13 vehicle or self propelled apparatus is on the property in violation of law or rules promulgated by
14 the owner, operator or lessee of the private property.

15
16 **"Responsible Individual"** means an individual identified through the Operator's licensure
17 process who is designated by the operator to represent and be accountable for all aspects of
18 licensure for the operator and who is either the principal owner or chief executive officer of the
19 business entity and/or manager of business operations for the operator.

20
21 A **"Tow"** shall be considered to have occurred when the towing vehicle has engaged the towed
22 vehicle by a physical, mechanical means which causes the towed vehicle to be lifted off of the
23 ground, or moved for any distance whatsoever.

24
25 **"Towing and recovery operator"** means any person, including a business, corporation, or sole
26 proprietor, offering services involving the use of a tow truck and services incidental to the use of
27 a tow truck. Such shall include but not be limited to those engaged in the business of (i)
28 removing disabled vehicles, parts of vehicles, their cargoes, and other objects to facilities for
29 repair or safekeeping and (ii) restoring to the highway or other location where they either can be
30 operated or removed to other locations for repair or safekeeping vehicles that have come to rest
31 in places where they cannot be operated.

32
33 **"Towing and Recovery Services"** means services offered by a towing and recovery operator.
34 Any person who in any way advertises himself as a towing and recovery operator or in any way
35 conveys the impression that he is engaged in services of providing towing and recovery of
36 vehicles shall be deemed to be engaged in towing and recovery services.

37
38 **"Tow truck"** means a motor vehicle for hire (i) designed to lift, pull, or carry another vehicle by
39 means of a hoist or other mechanical apparatus and (ii) having a manufacturer's gross vehicle
40 weight rating of at least 10,000 pounds. "Tow truck" also includes vehicles designed with a ramp
41 on wheels and a hydraulic lift with a capacity to haul or tow another vehicle, commonly referred
42 to as "rollbacks." "Tow truck" does not include any "automobile or watercraft transporter,"
43 "stinger-steered automobile or watercraft transporter," or "tractor truck" as defined in § 46.2-100

1 of the Code of Virginia.

2
3 **“Tow Truck Decal,” “Decal”** or similar words mean a Board issued decal to be affixed to the
4 driver side door of a tow truck owned, leased or operated by a licensed towing and recovery
5 operator.

6
7
8 **24 VAC 27-30-15. Fees.**

9
10 A. The following fees shall be applicable:

11	Initial Fee Structure/Application Fee	\$ 500
12	Annual license renewal: Class A Operator	\$ 500
13	Annual license renewal: Class B Operator	\$ 500
14	Annual tow truck decal, per vehicle	\$ 10
15	Annual driver authorization documentation, per driver	\$ 50
16	Late renewal (operator, truck decal and driver)	150% of renewal fee
17	Reinstatement following revocation or suspension of license	\$ 1000
18	Verification of licensure to another jurisdiction or government entity	\$ 25
19	Returned check	\$ 35
20	Duplicate copy of license, tow truck decal or driver authorization	\$ 10
21	Out of state temporary trip permit (each permit).....	\$ 50

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33
34 B. All fees are nonrefundable.

35
36 C. Examination fees shall be determined by the Board.

37
38 **24 VAC 27-30-20. General Requirements for Operator’s licensure.**

39
40 As a condition for licensure, all operators shall:

41
42 A. Be an individual or other entity legally authorized to conduct business in the
43 Commonwealth of Virginia.

- 1
2 B. Provide the name of the individual or business entity under which the applicant intends
3 to be licensed. However, the applicant/licensee, at time of application and each renewal
4 of license, shall provide the Board with any and all trade or fictitious names under which
5 the operator conducts or offers towing and recovery services.
6
7 C. Designate and advise the Board of their main or principal office and all additional
8 satellite facilities and their physical addresses. Should such change, the Board shall be
9 notified within 30 days such change occurs.
10
11 D. Designate a Responsible Individual who shall be knowledgeable of all applicable state,
12 federal or local laws and regulations related to those towing and recovery services offered
13 or rendered by the operator, and who shall be responsible for assuring that the operator
14 conforms to them.
15
16 E. List the principal owner's name or owners' names and the name of the Responsible
17 Individual and of the principal manager and of all other individuals involved in the
18 management and operation of the business on the application for license and advise the
19 Board of any change of same.
20
21 F. Certify on the application whether any owner, manager, or other individual involved in
22 the management or operation of the business entity, including the Responsible Individual,
23 has been convicted of any criminal offense, whether felony or misdemeanor.
24

25 The following criminal convictions will not be considered a bar to licensing by the
26 Board, meaning that the inclusion of these items on the record of any individual who is
27 an owner, manager or other person involved in the management or operation of the
28 business entity, including the Responsible Individual, shall not be sufficient as the sole
29 grounds for denial of an operator's license.
30

- 31 *i.* Felony convictions more than ten years old with no subsequent
32 reportable convictions, unless the conviction resulted in incarceration
33 where the release date is less than three years from the date of the
34 application. This does not include convictions involving murder,
35 manslaughter, sexual assault, rape, robbery, or indecent liberties.
36
37 *ii.* Misdemeanor convictions more than three years old from the date of
38 application.
39
40 *iii.* Felony convictions for possession of controlled substances more than
41 two years old from the date of application, where the applicant has
42 completed a deterrence program.

- 1
2 iv. Felony convictions of Title 46.2 of the *Code of Virginia* (Traffic Code)
3 more than three years old from the date of application.
4
5 v. Convictions of grand larceny, breaking and entering, and/or burglary,
6 more than five years old with no subsequent convictions, provided
7 they did not result in incarceration where the release date is less than
8 three years from the application date.
9

- 10 G. Provide the Board with information indicating all tow trucks owned, leased or used by
11 the operator, and obtain the appropriate tow truck decal for each such tow truck. Such
12 information shall include a basic description of the type of tow truck, make, model and
13 vehicle identification number, and its license plate number and state issuing such license
14 plate. Information shall be provided no less frequently than on an annual basis, at time of
15 initial licensure or renewal of license, and when obtaining a decal for any tow truck
16 newly acquired.
17
18 H. Provide the Board with a list of all drivers employed by the operator to drive tow trucks,
19 including their driver's license numbers and driver authorization document numbers, at
20 the time of initial licensure and at each renewal of the license.
21

22 **24 VAC 27-30-25. Operator's Licensure without examination.**
23

24 Applicants for licensure to take effect July 1, 2008 are required to:
25

- 26 A. Submit an application for license on a form provided by the Board, indicating on the
27 application whether it is for a Class A or Class B operator's license, and remit payment
28 of fees applicable for application and first year license, including fees for tow truck
29 decals. Applications shall include the operator's federal tax identification number.
30
31 B. Certify in writing that the Responsible Individual has read and understands the laws and
32 regulations governing towing and recovery services.
33
34 C. In order to qualify for "grandfather status" so that no examination is required for initial
35 licensure, the applicant shall submit evidence to the Board that the operator was actively
36 engaged in the business of towing and recovery services on January 1, 2006. Such
37 evidence shall include a date prior to January 1, 2006 and the business name of the
38 operator and may include but shall not be limited to a copy of a state or federal tax
39 return, local business license, receipt for payment of other taxes or government fees, paid
40 purchase order forms or similar documents related to repair, lease or purchase of a tow
41 truck. The grandfather exemption shall expire if the application for license has not been
42 received by close of business July 1, 2008.

1
2 **24 VAC 27-30-30. Operator's Licensure by examination.**
3

4 Applicants for licensure who were not engaged in the towing and recovery business before
5 January 1, 2006 and/or who do not qualify for grandfather status are required to:

- 6
7 A. Submit an application for license on a form provided by the Board, indicating on the
8 application whether it is for a Class A or Class B operator's license, and remit payment
9 of fees applicable for application and first year license, including fees for tow truck
10 decals. Applications shall include the operator's federal tax identification number.
11
12 B. For license as a Class A Operator, submit evidence of passage by the principal owner or
13 Responsible Individual of all sections of Level I and of Level II of the Towing and
14 Recovery Association's certification examination or the appropriate sections of any other
15 examination deemed by the Board to be equivalent. Examinations which the Board has
16 deemed equivalent will be posted on its Website.
17
18 C. For license as a Class B Operator, submit evidence of passage by the principal owner or
19 Responsible Individual of all sections of Level I of the Towing and Recovery
20 Association's certification examination or the appropriate sections of any other
21 examination deemed by the Board to be equivalent. Examinations which the Board has
22 deemed equivalent will be posted on its Website.
23
24 D. The principal owner or Responsible Individual of applicants for Class A and Class B
25 operator's license shall additionally successfully pass an open book jurisprudence
26 examination provided by the Board on the laws and regulations governing towing and
27 recovery operators.
28

29 **24 VAC 27-30-35. Operator's Licensure by endorsement.**
30

31 An applicant may receive licensure by endorsement providing they (1) provide evidence of
32 passage of the applicable examination requirements set out herein for a Class A or Class B
33 license, (2) submit evidence that they have been actively engaged in towing and recovery
34 services in another state for the past five consecutive years, (3) provide a statement from a
35 government entity in the state in which they have been conducting business(es) in the past five
36 consecutive years that the applicant's business has not violated or been disciplined for violation
37 of their state laws and regulations governing towing and recovery services, (4) have passed the
38 Board required jurisprudence examination and (5) submitted the required applications and fees to
39 the Board.
40

41 **24 VAC 27-30-40. Exemptions.**
42

43 The following shall be exempt from these regulations.

- 1
2 A. "Rollbacks" used exclusively to transport cargo other than vehicles.
3
4 B. "Automobile or watercraft transporters," "stinger-steered automobiles or watercraft
5 transporters" or "tractor trucks" as defined in § 46.2-100 of the Code of Virginia. Such
6 transporters are only exempt if capable of transporting five (5) or more vehicles and have
7 appropriate and required interstate operating authority.
8
9 C. "Household goods carriers" as defined in Section 46.2-100 of the Code of Virginia
10 providing they have been issued a valid "certificate of public convenience and necessity"
11 means by the Virginia Department of Motor Vehicles.
12
13 D. Tow trucks solely owned and operated directly by a government entity used for public
14 safety towing or non-commercial purposes, providing such do not impose a fee for
15 services rendered.
16
17 E. Tow trucks which are properly registered and domiciled in another state and have proper
18 interstate operating authority may be operated within the Commonwealth of Virginia
19 while passing through the Commonwealth to another jurisdiction or while delivering a
20 vehicle within the Commonwealth, but only if the pick up of the vehicle and origin of the
21 trip is outside of the Commonwealth. However, tow trucks registered and domiciled in
22 another state are not exempt from licensure or provisions of applicable State laws or
23 regulations of the Board if pickup or hook up of a vehicle is in Virginia. Such tow trucks
24 must obtain a temporary trip permit from the Board prior to operating in Virginia
25 authorized by the Board, unless licensed by the Board.
26
27 F. Tow trucks owned by a person and used exclusively to transport vehicles owned by such
28 person providing there is no charge or acceptance of fees or payment for services. In
29 such situations, ownership of vehicles being transported must be supported by possession
30 of title, bill of sale, registration or other legal document while the vehicle is being
31 transported and signage must be permanently posted on the door of both sides of said tow
32 truck indicating "NOT FOR HIRE." Letters for such sign shall be each be at least 3
33 inches in height and each 1/4" in width and in a color contrasting with the tow truck's
34 color.
35
36 G. Tow trucks owned by tow truck dealers or tow truck manufacturers operating with a
37 legally recognized dealer license plate. Such tow trucks may only be operated by an
38 employee of the dealer or manufacturer for the sole purpose of transporting it to and from
39 the location of sale or demonstration. Such tow trucks shall be required to have
40 temporary or permanent lettering with the dealer's or manufacturer's name, city and state
41 and the words "NOT FOR HIRE" displayed on both on the door of sides of the tow truck.
42 Letters for such sign shall be each be at least 3 inches in height and each 1/4" in width
43 and in a color contrasting with the tow truck's color.

1
2 **24 VAC 27-30-45. Transfer of operator's license.**

- 3
4 A. Except as provided in subsection B, an Operator's license is not transferable.
5
6 B. Transfer of an Operator's license under emergency circumstances, as agreed to by the
7 Board Executive Director, may be granted for up to 90 days.
8

9 **24 VAC 27-30-50. Temporary Trip permits, regulations, fees**

10
11 The Board may, on application on forms provided by the Board, issue a temporary trip permit to
12 any owner of a tow truck who would otherwise be subject to licensure by the Board but is not
13 currently registered. The permit shall be valid for three days and shall show the vehicle
14 identification number, tag number, authorized driver's name and the beginning point and the
15 point of destination, and other information as may be required by the Board, including
16 certification that the driver is not required to register as a sex offender in any jurisdiction.

17 *Clean up grammatically.*

18
19 **24 VAC 27-30-60. Unprofessional conduct.**

20
21 It shall be deemed unprofessional conduct, which may be subject to disciplinary action or
22 sanctions imposed by the Board, for any licensed operator in the Commonwealth to violate any
23 statute or regulation governing towing and recovery services, or to fail to:

- 24
25 A. Employ only tow truck drivers who comply with the Board's requirements for drivers
26 and hold a valid driver's authorization document from the Board.
27
28 B. Advise the Board in writing of any change in ownership listed on the application or
29 management, including a change in the Responsible Individual, or in the licensee's
30 mailing principal business address within 30 days of such change occurring.
31
32 C. Have the licensee's trade name, clearly indicated on all of the operator's tow trucks.
33 Provided, however, that if the licensee's towing business is exclusively limited to towing
34 only vehicles which are being repossessed, then the name of the licensee and any other
35 markings which might identify the vehicle as associated with the business of repossessing
36 vehicles shall not be required except for their Board issued decal.
37
38 D. Retain for a minimum of one year, from last date of service, records of services and fees
39 charged or collected. If said records are not maintained at the operator's principal place
40 of business, the location of such records shall be made known to the Board at the Board's
41 request.
42

- 1 E. Allow an authorized agent of the Board to review or inspect, during regular business
2 hours, the operator's records of services rendered and fees charged or collected, facilities
3 and equipment. Such inspections shall be limited to that which is related to compliance
4 with laws or regulations governing towing and recovery operators and towing and
5 recovery services.
6
- 7 F. Accept at least one of two nationally recognized credit cards. However, any individual
8 credit card offered in payment, even if of a type normally accepted, may be considered
9 unacceptable by the operator if the credit card processing company denies charges being
10 applied to said card or if the actual card is not presented to the Operator for inspection.
11 Operators may insist payment by credit card be made at their principal place of business
12 or any location at which payment for fees for services is normally accepted. Operators
13 may also insist on accepting a credit card only from the owner of the vehicle towed or
14 impounded.
15
- 16 G. All operators engaged in towing passenger vehicles without the consent of their owners
17 pursuant to Va. Code §46.2-1231, also known herein as private property/trespass towing,
18 shall prominently display, at their main place of business and at any other location where
19 towed vehicles may be reclaimed, a comprehensive list of all their fees for towing and
20 recovery or the basis of such charges. This requirement to display a list of fees may also
21 be satisfied by providing, when the towed passenger vehicle is reclaimed, a written list of
22 such fees, either as part of a receipt or separately, to the person who reclaims the vehicle.
23 Charges in excess of those posted shall not be collectable from any motor vehicle owner
24 whose vehicle is towed, recovered without his consent. If the owner or representative or
25 agent of the owner of the trespassing passenger vehicle is present and removes the
26 trespassing vehicle from the premises before it is actually towed, the trespassing vehicle
27 shall not be towed, but the owner or representative or agent of the owner of the
28 trespassing vehicle shall be liable for a reasonable fee, not to exceed the fee set out in
29 section §46.2-1233.1 of the Code of Virginia, or such other limit as the governing body
30 of the county, city, or town may set by ordinance, in lieu of towing.
31
- 32 H. Provide, at the customer's request, a price list indicating the maximum fees normally
33 charged for basic services for towing, recovery and processing fees for vehicles weighing
34 26,000 pounds or less. If storage fees are not included in said list of charges, the list shall
35 include a statement indicating storage fees may be additional and vary according to size
36 and condition of vehicle, length of time vehicle is stored and other costs which may be
37 incurred by the operator when storing the vehicle.
38
- 39 I. Have affixed on the driver's side of all of the operator's tow trucks a tow truck decal
40 issued by the Board to all licensed operators.
41
- 42 J. To display his operator's license in a conspicuous place in the principal office in which
43 he operates and display a copy of his operator's license at all other locations at which

1 payment for fees is accepted.

2
3 **24 VAC 27-30-65. Standards of practice.**

4
5 Violations of any standard of practice set out in this section may be subject to Board disciplinary
6 actions or sanctions, including suspension or revocation of an operator's license and imposition
7 of civil penalties.

8
9 A. All of an operator's places of business, including their offices and storage facilities shall
10 comply with any required state or local building or zoning laws or codes.

11
12 B. If required by the locality in which the operator designates as his principal place of
13 business, an operator must maintain a valid business license from that locality.

14
15 C. Any operator permanently ceasing to provide towing and recovery services shall
16 immediately notify the Board in writing and return the Board issued operator's license
17 for voluntary cancellation and termination.

18
19 D. A licensed operator must maintain the following proof of insurance; A, \$750,000 for
20 general commercial liability, B. \$50,000 garage keeper's liability, C. \$50,000 on hook
21 coverage, D. worker's compensation as required by state and federal law.

22
23 E. Operators shall assure that only equipment designed and rated for the type of vehicle
24 being transported is used. Operators shall additionally assure that at no time shall one of
25 their tow trucks exceed the manufacturer's gross vehicle weight rating, for a Class B
26 Operator a minimum of 14,500 pounds on a rollback and a minimum of 10,000 on a
27 wrecker, for a Class A Operator a minimum of 30,000 gross vehicle weight rating for a
28 wrecker and or manufacturer's rated capacity for towing apparatus.

29 *Charlie to research*

30
31 F. All tow trucks shall meet all federal Department of Transportation and applicable
32 Virginia regulations. Towing or rollback units shall be a factory manufactured unit and
33 only used as designed and rated to haul the vehicle being transported. Tow trucks shall
34 be able to retain 50% of its front axle weight during towing operations. Safety chains or
35 straps shall be used in all towing operations with such chains or straps rated to secure the
36 towed vehicle to the tow truck.

37
38 G. Any and all advertisements, promotions, offers for services shall include the operator's
39 trade name and Board license number. Invoices shall include the operator's trade name,
40 address, telephone number and Board license number.

41
42 H. Operators shall be responsible for the supervision and all actions of their employees and
43 drivers, including their compliance with laws and regulations governing towing and

1 recovery services.

- 2
- 3 I. Operators shall not provide a public safety towing and recovery services unless they have
4 met the criteria established by the Board pursuant to Va. Code §46.2-2826 and have been
5 placed on the list authorized by that Code section.
- 6
- 7 J. Whenever a trespassing vehicle is removed or towed without the owner's consent
8 pursuant to Va. Code §46.2-1231, then in accordance with that Code Section, notice of
9 the removal or towing shall forthwith be given by the driver of the tow truck to the State
10 Police or the local law-enforcement agency of the jurisdiction from which the vehicle
11 was towed. Should the driver fail to report such action, it shall limit the amount which
12 may be charged for the storage and safekeeping of the towed vehicle to an amount no
13 greater than that charged for one day of storage and safekeeping. If the vehicle is
14 removed and stored, the vehicle owner may be charged and the vehicle may be held for a
15 reasonable fee for the removal and storage.
- 16
- 17 K. An operator shall comply with all local ordinances and with all contracts, if any, which
18 he has entered into, including any agreements related to private property/trespass towing
19 pursuant to Va. Code §46.2-1231. At the request of both the locality and a towing and
20 recovery operator the Board may assist in conflict resolution between an operator and a
21 locality regarding compliance with local ordinances or contracts.
- 22
- 23 L. For vehicles towed or removed from private property without the consent of the owner,
24 unless different limits are established by ordinance of the local governing body, an
25 operator shall not charge a hookup and initial towing fee in excess of the amount set out
26 in section 46.2-1233.1 of the Code of Virginia. For towing such a vehicle between seven
27 o'clock p.m. and eight o'clock a.m. or on any Saturday, Sunday, or holiday, an additional
28 fee of no more than the amount set out in section 46.2-1233.1 of the Code may be
29 charged, per instance; however, in no event shall more than two such fees be charged for
30 towing any such vehicle. No charge shall be made for storage and safekeeping for such
31 vehicle if it is stored for a period of twenty-four hours or less. Except for such stated fees,
32 no other fees or charges shall be imposed during the first twenty-four-hour period.
- 33
- 34 M. As provided in Va. Code §46.2-2828, no operator shall impersonate a licensed operator
35 of a like or different name.
- 36
- 37 N. As provided in Va. Code §46.2-2828, no operator shall publish or cause to be published
38 in any manner an advertisement that is false, deceptive, or misleading, or violates
39 regulations of the Board governing advertising by towing and recovery operators.
- 40
- 41 O. No operator shall provide any towing and recovery services for vehicles of a gross
42 vehicle weight over 26,000 pounds unless licensed as a Class A Operator.
- 43

- 1 P. In addition to the foregoing, the standards of practice for operators require that no
2 operator shall:
3
- 4 1. Engage in fraud or deceit in the offering or delivering of towing and recovery
5 services.
6
 - 7 2. Conduct his business or offering services in such a manner as to endanger the
8 health and welfare of the public.
9
 - 10 3. Use or allow the use of alcohol or drugs to the extent such use renders the
11 operator or his drivers unsafe to provide towing and recovery services.
12
 - 13 4. Neglect to maintain on record at the licensed operator's principal office a list of
14 all drivers in the employ of the operator.
15
 - 16 5. Obtain any fee by fraud or misrepresentation.
17
 - 18 6. Advertise in a way that directly or indirectly deceives, misleads, or defrauds the
19 public.
20
 - 21 7. Advertise or offer services under a name other than one's own name or trade
22 name (as specified on the truck) as set forth on the operator's license.
23
 - 24 8. Fail to accept for payment cash, insurance company check, certified check, money
25 order, at least one of two commonly used, nationally recognized credit cards, or
26 additional methods of payment approved by the Board.
27
 - 28 9. Fail to display at the licensed operator's principal office in a conspicuous place a
29 listing of all towing, recovery, and processing fees for vehicles of 26,000 pounds
30 gross vehicle weight or less.
31
 - 32 10. Fail to have readily available, at the customer's request, the maximum fees
33 normally charged by the licensed operator for basic services for towing and initial
34 hookup of vehicles of 26,000 pounds gross vehicle weight or less.
35
 - 36 11. Fail to provide at the consumer's request the phone number for which consumer
37 complaints may be filed with the Board.
38
 - 39 12. Knowingly charge excessive fees for towing, storage, or administrative services
40 or charge fees for services not rendered.
41
 - 42 13. Fail to maintain all towing records, which shall include itemized fees, for a period
43 of one year from the date of service.

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14. Willfully invoice for payment any services not stipulated or otherwise incorporated in a contract for services rendered between the licensed operator and any locality or political subdivision of the Commonwealth that has established a local Towing Advisory Board pursuant to § 46.2-1233.2 of the Code of Virginia.
 15. Employ any driver required to register as a sex offender as provided in § 9.1-901 of the Code of Virginia.
 16. Remove or tow a trespassing vehicle, as provided in § 46.2-1231 in the Code of Virginia, or a vehicle towed or removed at ~~the~~ any request of a law-enforcement officer to any location outside the Commonwealth.
 17. Refuse at any operator's place of business where payment is accepted, to make change, up to \$100, for the owner of the vehicle towed without the owner's consent if the owner pays in cash for charges for towing and storage of the vehicle.
 18. Violate, assist, induce, or cooperates with others in violating any provisions of law related to the offering or delivery of towing and recovery services, including the provisions of Chapter 28 of Title 46.2 of the Code of Virginia and the provisions of these regulations.
 19. Fails to provide the owner of a stolen vehicle written notice of his right under law to be reimbursed for towing and storage of his vehicle out of the state treasury from the appropriation for criminal charges as required in § 46.2-1209 of the Code of Virginia.
 20. Fail to satisfy the procedural steps, including the timely mailing of all notices, required by Sections 43-32 and 43-34 of the Code of Virginia, in order to perfect and enforce the liens provided therein for towing and recovery and vehicle storage.

34 **24 VAC 27-30-70. Operating without a license, penalties.**

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- A. Should the Board, after investigation, determine an operator is engaged in or offering towing and recovery services without a license, then, as authorized by §46.2-2808 of the Code of Virginia, the Board may bring an action in the name of the Commonwealth to enjoin any such violation of law, as well as any violations of these regulations, or Chapter 28 of Title 46.2 of the Code of Virginia.
 - B. Those found to be engaged in or offering towing and recovery services without a license may be subject to a Board imposed civil penalty of up to \$1,000 for each violation

1 pursuant to Va. Code §§46.2-2811 and 46.2-2824.
2

- 3 C. Additionally, the Board may seek criminal prosecution for such a violation pursuant to
4 Section 46.2-2812 of the Code.
5

6 **24 VAC 27-30-75. Expedited process to consider consumer complaints.**
7

- 8 A. The Board's Executive Director or designated staff shall have the authority to initiate an
9 expedited process to mediate and resolve complaints filed against those licensed or
10 otherwise regulated by the Board according to guidelines developed by the Board.
11

- 12 B. Anonymous complaints received by the Board will be handled in accordance with Board
13 policy and guidance documents.
14

15 **24 VAC 27-30-80. Prerequisites for Application for Tow Truck Driver's Authorization**
16 **Document.**
17

- 18 1. The Board will accept applications for tow truck driver authorization documents
19 at its office in Richmond or via its website. To be included with the application
20 will be the Board application fee plus the prevailing fee required by state and
21 federal police authorities for reviewing the fingerprints submitted by the applicant
22 and processing the criminal history background checks required by the statutes
23 and these regulations.

24 After the application and fees are received, the applicant will be issued the Board
25 Originating Number to provide to the entity taking the fingerprints at the time the
26 fingerprints and criminal history background check data are taken before being
27 forwarded to State Police to be processed. Board will accept electronically
28 processed fingerprints such as those available from LiveScan, or other electronic
29 systems that take the fingerprints and forward them electronically for almost
30 immediate processing by State and federal officials, sometimes within 24 hours,
31 in addition to ink fingerprint cards submitted to the State Police, noting that ink
32 cards have processing times from 30 to 60 days and higher rates of rejection
33 requiring retesting than electronic systems .

34 When the results of the criminal history background check are received by Board,
35 they will be evaluated and the application will either continue to be processed, or,
36 if the results are such that the applicant appears to be ineligible to obtain a driver
37 authorization document under the statutes or these regulations, the applicant will
38 receive a denial notice from Board.

39 A denied applicant may appeal such denial by requesting review by the Board in
40 accordance with informal proceeding provisions of §2.2-4019 of the Virginia

1 Administrative Process Act, Va. Code §2.2-4000, et seq., within 30 days of the
2 denial notice.

- 3
4 2. Results of the criminal history background check shall be sent directly to the
5 Board office and maintained confidentially unless its contents are used to reject or
6 place conditions upon a driver's authorization document.
7

8 The following criminal convictions will not be considered a bar to authorization
9 by the Board, meaning that the inclusion of these items on a criminal history
10 record shall not be sufficient as the sole grounds for denial of a tow truck driver's
11 authorization document.
12

- 13 *i.* Felony convictions more than ten years old with no subsequent
14 reportable convictions, unless the conviction resulted in incarceration
15 where the release date is less than three years from the date of the
16 application. This does not include convictions involving murder,
17 manslaughter, sexual assault, rape, robbery, or indecent liberties.
18
19 *ii.* Misdemeanor convictions more than three years old from the date of
20 application.
21
22 *iii.* Convictions of grand larceny, breaking and entering, and/or burglary,
23 more than five years old with no subsequent convictions, provided
24 they did not result in incarceration where the release date is less than
25 three years from the application date.
26
27 *iv.* DUI convictions where the applicant has completed VASAP or
28 another similar program accepted by the court ~~or the Department of~~
29 ~~Motor Vehicles~~ after the latest conviction. However, no tow truck
30 driver's authorization document shall be issued, and none shall
31 continue to be valid, during any time period for which the person's
32 driver's license is suspended or revoked or the person has been
33 authorized only a restricted license during a period of suspension or
34 revocation resulting from a conviction or convictions for DUI or any
35 DUI related offense, except that if the driver demonstrates that he is
36 not required to possess a commercial driver's license in order to drive
37 a tow truck, then an authorization document can be issued for the
38 period during which he has a restricted license if it authorizes the
39 driver to drive only tow trucks for which a CDL is not required.
40

- 41 3. The applicant must possess a valid driver's license at the time of the application.
42 The driver shall be required to possess a commercial driver's license if applicable

1 to the Class of Operator the driver is to be employed by or the type of tow truck
2 to be driven.

3
4 4. Applicants shall be required to sign a statement verifying they are not currently
5 on any state or federal list as a sex offender and are not required to register as a
6 sex offender under any state, federal or local law, or the law of any foreign
7 country.

8
9 5. A tow truck driver's authorization documents shall be valid for one year and shall
10 be subject to annual renewal on June 30th of each year. Driver authorization
11 documents issued on or after April 1 of any year, with the payment of a full year's
12 fee, will be valid until June 30th of the following year.

13
14 **24 VAC 27-30-85 Exemptions from tow truck driver authorizations**

15
16 A tow truck driver's authorization document shall be required for operation of a tow
17 truck in Virginia only if such operation is for hire and involves a pick up of the towed
18 vehicle in Virginia. Driving a tow truck into or through Virginia while towing a vehicle
19 picked up outside of Virginia shall not require a driver's authorization document
20

21 **24 VAC 27-30-90. Requirements for Drivers.**

22
23 Unless otherwise provided herein, all tow truck drivers shall:

24
25 A. Possess a valid and appropriate driver's license and tow truck driver authorization
26 document while operating a tow truck for hire in Virginia, where the pick up of
27 the towed vehicle took place in Virginia.

28
29 B. At time of application for a tow truck driver authorization document, provide
30 evidence that he is employed or about to be employed by a licensed operator, and
31 the name and address of that operator.

32
33 C. Promptly advise the Board of any change of the driver's employer, which must be
34 a licensed operator.

35
36 D. Maintain in their possession and have readily available for inspection, when
37 providing towing and recovery services, their Board issued tow truck driver's
38 authorization document. The driver's authorization document shall include the
39 name of the driver and the driver's appropriate driver's license number of the
40 state in which they hold a valid driver's license and the name and Board issued
41 license number of the driver's employer.

42
43 E. Notify the Board immediately upon the driver being convicted of any criminal

1 offense, including any offense for which the driver is required to register as a sex
2 offender under any state, federal or local law, or the law of any foreign country.

3
4 F. Provide towing and recovery services in a safe manner.

5
6 G. Review and read all regulations and laws related to standards of practice,
7 unprofessional conduct and safety prior to operating a tow truck or providing
8 towing and recovery services. The driver shall sign a statement to be retained by
9 the operator who employs the driver verifying the driver's compliance with this
10 subsection

11
12 H. Notify the Board within 15 days of any change in licensed operator who employs
13 the driver. The driver's authorized documentation shall, within 30 days of any
14 change in employer, reflect the current operator or operators who employ the
15 driver.

16
17 I. Surrender their tow truck driver's authorization document should the Board
18 rescind, cancel, suspend, revoke or deny such tow truck driver's authorization
19 document upon a determination by the board that the driver has violated laws or
20 regulations governing towing and recovery services or otherwise has become
21 unqualified to hold a tow truck authorization document.

22
23 **24 VAC 27-30-95. Renewal of licensure; reinstatement; renewal of fees.**

24
25 A. All those licensed by the Board as a towing and recovery operator shall, on or before
26 June 30th of every year, submit a completed renewal application and pay the prescribed
27 annual licensure fee.

28
29 B. It shall be the duty and responsibility of each licensee to assure that the Board has the
30 licensee's current mailing address. All changes of mailing addresses or change of name
31 shall be furnished to the Board within 30 days after the change occurs. All notices
32 required by law or by these rules and regulations are to be deemed validly tendered when
33 mailed to the address given by the licensee to the Board, and the licensee shall not be
34 relieved of the obligation to comply with any notice so mailed if there has been a failure
35 to notify the Board of changes.

36
37 C. The license of every operator who does not submit the completed form(s) and fee(s) by
38 June 30th of each year may be allowed to apply for renewal for up to one year after that
39 date by paying the prescribed renewal fee and late fee. However, if the renewal has not
40 been submitted to the Board within 62 days after the June 30th due date, then on and after
41 August 31st of that year the operator's license ~~that~~ is lapsed. Engaging in towing and
42 recovery services with a lapsed license constitutes operating without a license and may
43 subject the licensee to disciplinary action and civil penalties imposed by the Board.

1
2 D. An operator whose license has been lapsed for more than one year and who wishes to
3 resume providing services as a towing and recovery operator shall apply for a new
4 operator's license.
5

6 **24 VAC 27-30-100. Requirements for continuing education.**
7

8 A. Exclusive of additional hours which may required of those recognized by the Board to
9 provide Public Safety Towing and Recovery Services, each application for operator's
10 license renewal shall be conditioned upon submission of evidence to the Board of 8 hours
11 of continuing education taken by the principal owner or Responsible Individual or other
12 person responsible for the day to day operations of the applicant for renewal during the
13 previous license period, and an additional 4 hours of continuing education taken by each
14 of the tow truck drivers employed by the applicant during the previous licensing period
15 and employed by the operator at the time the operator submits his license renewal
16 application.
17

18 1. The required hours of continuing education shall be directly related to the safe
19 and proper rendering and business practices of towing and recovery services,
20 proper inspection and maintenance of equipment, and laws and regulations
21 governing towing and recovery operators.
22

23 2. Courses that are offered directly by or of which a majority of their content
24 promote the sale of specific equipment or products or on augmenting income are
25 excluded and will not receive credit by the Board.
26

27 B. Each licensee shall attest to fulfillment of continuing education requirements on the
28 required annual renewal application form completed by the applicant for renewal and
29 submitted to the Board. All continuing education shall be completed by June 30th of each
30 year unless an extension or waiver has been granted by the Board's Continuing Education
31 Committee.
32

33 C. Requests to the Board for consideration of waiver, reduction in the number of hours or
34 extension for time to complete continuing education shall be in writing and must be
35 received by the Board no later than April 1 of the year for which such request is being
36 made. Such requests are only to be considered when based on documented illness or
37 undue hardship.
38

39 D. All continuing education courses shall be offered by an approved sponsor, a list of whom
40 will be posted on the Board's website. Courses which are not offered by an approved
41 sponsor shall not be accepted for continuing education credit, but the sponsor of such a
42 course may apply for approval by submitting an application therefore to the Board's
43 Executive Director.

- 1
2 E. At least one-half of the required number of continuing education credit hours completed
3 annually must be through face to face instruction which requires the presenter and
4 audience see and hear each other during the presentation.
5
6 F. Courses presented via the internet or by correspondence must be (1) sponsored by a
7 Board approved sponsor and (2) require a post-test with credit only to be granted for the
8 licensee receiving a passing grade as indicated on the certificate of completion of the
9 course.
10
11 G. Licensees shall maintain documentation for a period of at least three years of the
12 continuing education completed as required for renewal of their license.
13
14 H. At the discretion of the Board, a random audit of licensees may be conducted by the
15 Board which will require that the licensee, within 21 days of the request, provide
16 evidence substantiating completion of the required continuing education courses.
17
18 I. Documentation of hours shall clearly indicate the (1) name of the sponsor of the
19 continuing education, (2) name or title of the presentation or instruction, (3) name of
20 instructor(s), (4) location instruction presented, (5) time period of instruction, (6) number
21 of applicable continuing education hours received, (7) name of the person taking the
22 course and that person's relationship to the licensee, as well as the name of the licensee,
23 and (8) either a signature, type of stamp or some other means to verify attendance.
24 Documents failing to have the required information shall not be acceptable to the Board.
25 Correspondence or internet courses shall be credited according to the date on which the
26 post test was graded as indicated on the applicable continuing education certificate.
27
28 J. One hour of continuing education credit shall require the licensee's presence and
29 participation for at least 50 minutes.
30
31 K. A licensee shall be exempt from the continuing education competency requirements for
32 the first renewal following the date of initial licensure by examination in Virginia.
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35