AN ORDINANCE AMENDING AND UPDATING CHAPTER 216 ENTITLED "WRECKERS" SO AS TO CLARIFY APPLICATION AND INVESTIGATION PROCEDURES AND RE-TITLE THE REVISED CHAPTER AS "WRECKER ROSTER"

WHEREAS, the Township of Bridgewater has a Chapter (216) entitled "Wreckers" in its municipal code regulating licensed towers pursuant to N.J.S.A. 40:48-2.49; and

WHEREAS, the Chapter contains multiple provisions governing the application process for a business to be placed on the official wrecker roster as maintained by the police department and the investigation into potential and currently rostered wreckers; and

WHEREAS, the administration, police, and council desire that the ordinance be updated to streamline procedures and clarify any ambiguities; and

WHEREAS, the conclusions of the administration have been reviewed and concurred in by the Chief of Police and the Township Attorney;

NOW, THEREFORE, BE IT ORDAINED, by the Township Council of the Township of Bridgewater, County of Somerset, State of New Jersey, that Chapter 216 of the Township Code entitled "Wreckers" be amended as follows:

SECTION I.

This Chapter shall hereby be renamed from "Wreckers" to "Wrecker Roster."

SECTION II.

Section 216-6 entitled "Investigation of applicant" is hereby amended as follows (struck through portions to be removed, bolded and underlined portions to be added):

After receiving a <u>completed</u> Bridgewater Township application for <u>wrecker service</u> <u>addition to</u> <u>the wrecker roster</u>, the Chief of Police shall conduct or shall cause to be conducted an investigation. The information contained in this application must be updated annually by the applicant before December 31 of each year. The purpose of the investigation shall be to determine the <u>truth and accuracy</u> <u>validity and truthfulness</u> of all information contained in the application including:

A. Driver's license and criminal background checks <u>utilizing the New Jersey State</u>

Police SBI-212A Form (Request for a Criminal History Record Information for a Non-Criminal Justice Purpose) of the owner(s) and all wrecker/tow truck operators, and shareholders, and officers of the applicant's corporation willmust be

performed at the time of the initial application and then <u>at</u> each <u>annual</u> renewal, the cost of which shall be borne by the applicant.

- (1) The applicant shall submit the names of any new wrecker/tow truck operators, shareholders and officers along with a completed New Jersey State Police SBI-212A Form within 10 business days of the <u>organizational</u> change for <u>in order to facilitate the background</u> investigation by the Bridgewater police <u>or other law enforcement agency as appropriate</u>. Only drivers that who are included on the operator's application, should it be approved, will be allowed to tow vehicles for on behalf of the Township. <u>Instructions on how to complete the SBI-212A</u> Form via the appropriate online portal can be found on the Townships' wrecker roster application guide or at the New Jersey State Police website at https://www.njportal.com/NJSP/CriminalRecords. Furthermore, all business operators shall complete and submit for each of their wrecker/tow truck drivers a driver's license abstract which can be obtained through the New Jersey Motor Vehicle Commission.
- B. All applicants for the wrecker roster must satisfy the Township mandate that they can and will respond to any police initiated call for towing service anywhere in the Township within twenty (20) minutes of being dispatched. The applicant must annually (by December 31) submit a detailed wrecker/tow fleet vehicle inventory indicating make, model, and capacity for each vehicle to be used within the Township. The twenty (20) minute response requirement shall apply at all times, 24 hours per day, 365 days per year, and shall apply to all classes of tow vehicle: light, medium, or heavy duty.
- C. Whether the applicant has demonstrated, by his equipment capacity and personnel, the ability to respond to calls 24 hours a day and whether such ability is sufficient to provide speedy and sufficient responses to requests for wrecker service in any part of the Township which is hereby declared to be a period of 20 minutes for light-duty, medium-duty and heavy-duty tows. To insure prompt and efficient responses for day or night services, applicants shall have a site within an eight-mile radius of the center point of Bridgewater Township which has been determined is the intersection of Mine and Crim Roads. At the applicant's site within the aforementioned radius, the applicant shall have appropriate minimum equipment as provided for in § 216-5 of this chapter and the site shall be a location consistent with the Township's zoning requirements to stage tow equipment.
- <u>Mether the All wrecker roster</u> equipment <u>utilized by the applicant must be</u>

 <u>maintained in a is</u> thoroughly safe and in sound condition and compl<u>vies</u> with the regulations and standards of this chapter as well as any applicable provisions of the New Jersey Statutes. <u>All wrecker roster equipment is subject to inspection by the Township police department or other such outside agency as may be determined by the Township police such as a State motor vehicle inspection service.</u>

- E. Whether the applicant has must demonstrated that they have adequate and available equipment and facilities to perform effective and efficient tow operations. Any vehicle towed at the request of the Township must be stored in a safe and secure facility which must be fenced and locked if outside of a building. There must be a publicly noticed schedule of days and times for vehicle owners to access their vehicles, not only during regular business hours but also on weekends and holidays with a reasonable accommodation for after hours access any day of the year. the adequacy of equipment and facilities, availability and response time and that he/she can provide for the security of the motor vehicles towed or stored. There will be no unsecured storage of any vehicle towed at the request of the Township.
- **<u>F.</u>** Whether the applicant has the proper licenses, trade and business references <u>and relationships</u>.
- **G.** Whether the applicant has sufficient, safe and reasonably proximate storage facilities which are available 24 hours a day, 365 days per year.
- **<u>H.</u>** If the applicant, its shareholders and officers have charges pending with respect to a criminal offense.
- I. If the applicant has previously served on the official Township of Bridgewater wrecker roster, whether there have been written complaints made by members of the public about the applicant, whether the applicant has ever been previously investigated for violations of this Chapter, the results of those investigations, and whether those investigations or written complaints should have a bearing on whether the applicant should be recommended for approval to the roster.

SECTION III.

Section 216-7 entitled "Issuance of license; denial, suspension and termination" is hereby amended as follows (struck through portions to be removed, bolded and underlined portions to be added):

- A. Upon completion of histheir investigation, the Chief of Police shall forward a copy of the completed Bridgewater Township application for wrecker service license to the Mayor along with a written recommendation for approval or disapproval of the license and the reason(s) for disapproval, if applicable.
- B. Upon receipt of the application, the Mayor, based upon a favorable recommendation by the Chief of Police, shallmay approve the license and the applicant's name will be placed at the end of the towing list. If the Mayor shall receive from the Chief of Police a

recommendation for disapproval of the license, the Mayor may deny the license and the application shall be deemed rejected, subject to the applicant's right to appeal this determination as set forth in Section 216-8.

- C. Upon receipt of notice by the Mayor from the Chief of Police that the applicant has been approved recommended for approval and upon compliance by the applicant with § 216-9, Insurance and hold harmless agreement, herein, and upon payment by the applicant of the license fee of \$200, the Chief of Police shall have the new operator placed on the official tow list wrecker roster and the operator shall be issued a license. Any license issued under this chapter shall be valid for a period of one year, except that any license issued during a calendar year shall only be valid until December 31 of that same year. The license is nontransferable. The license fee shall be used for the cost of reviewing all background checks required to be placed on the official wrecker roster.
- D. <u>In addition to his power to recommend the disapproval of a license, t</u>The Chief of Police, in his discretion, <u>and with approval of the Mayor</u>, may make a determination to temporarily deny, suspend or revoke the license, pending the outcome of an appeal, as delineated in § 216-8 below, under the following circumstances:
 - (1) When it is found that the license was secured by fraud or concealment of material facts by the wreckerowner or their employees, which facts, if known, would have caused the refusal to issue the license.
 - (2) When it is found that the operator has violated any of the provisions of this chapter, including those requirements which were the basis for the issuance of the license as delineated in §§ 216-4, 216-5 and 216-6.
 - (3) When the Chief of Police is not satisfied, based on compliance with this chapter and § 216-11 in particular, with the services of the operator and/or employees or with the cooperation <u>or lack thereof with</u> the Township or the owner/driver of the towed motor vehicle <u>has received</u> in rendering such services.
 - (4) When it is found that the operator has violated state or federal law or regulation dealing with the issue of insurance.
 - (5) When it is found that the operator does not meet the minimum standards set forth in § 216-5C of this chapter.
 - (6) When it is found that the operator or any of its shareholders, officers, employees or drivers of its wrecker vehicles has been convicted of any violation of New Jersey Statutes, Title 2C, Chapters 11 through 41, for crimes of the fourth

degree through the first degree or for a conviction for any indictable or felony crime in any other state.

- (7) When the investigation reveals a refusal to submit the information required in § 216-5B.
- (8) When the results of any investigation into an operator reveal violations of any provisions of this Chapter.
- (9) When the applicant has not filed all of the required paperwork with the police department for either an initial or a renewal application for addition to the wrecker roster by the 12/31 deadline.

SECTION IV.

Section 216-8 entitled "Appeal process; notice and hearing" is hereby amended as follows (struck through portions to be removed, bolded and underlined portions to be added):

Once the Chief of Police has either made a recommendation to deny disapprove a license application resulting in the Mayor disapproving and rejecting the application or made a determination that an existing license will be temporarily suspended or revoked, the operator may appeal that decision and request a hearing by the Mayor or his/her designee in accordance with the following procedure:

- A. Within 10 business calendar days of the date of the Township's Chief's written recommendation or decision to suspend an operator or the Mayor's disapproval of the application based on the Chief's recommendation, the operator will receive via certified mail a written notice from the Chief of Police setting forth his recommendation and/or determination and the reasons therefor. During this ten-day period, the operator shall not be eligible to receive Township-initiated calls offor services.
- B. The operator shall be given the opportunity for a mutually agreed upon—a hearing within 45 days of receipt of that written notice, with 14 days' advance written notice of the hearing date.
- C. The Mayor or his/her appointee shall consider the matter at a hearing open to the public, at the discretion of the operator, and may request that the operator appear and give testimony and/or provide documents, photographs or other relevant evidentiary material and the like regarding the to refute the basis for the charge that the license should be denied, suspended or revoked, as the case may be. The operator shall be afforded the right to be heard, be represented by legal counsel, and offer evidence including presenting witness(es), documents, photographs and the like other relevant evidence regarding the charge that the license should be denied, suspended or revoked.

After considering the matter and the evidence presented, the Mayor or his/her appointee **within seven business days after conclusion of the hearing** shall make certain findings and conclusions relative to the charge which shall constitute the decision.

- D. If the Mayor or his/her appointee finds in support of the charge and against the operator by a preponderance of the credible evidence, the Mayor or appointee may consider and impose the following penalties: denial of the license to the applicant or operator; suspension of the tow company or operator from the wrecker roster operator's license for a fixed period or duration; revocation of such license for a fixed period or duration; termination of the license; prohibiting unacceptable employees violating any part of this Ordinance from performing any work related to towing requested by the Township or any other such penalty as the Mayor or appointee deems just and equitable under the circumstances. If the Mayor does not find in support of the charge and determines that the operator's appeal should be successful, the Mayor may issue the license and place the operator on the wrecker roster or rescind the suspension and restore the operator to the active roster.
- E. In considering the imposition of penalties, the Mayor or appointee shall take into account factors including, but not limited to, any prior violations, the nature and seriousness of the complaint and the danger to the health, safety and welfare of the public.

SECTION V.

Section 216-11 entitled "Basic standards and operational requirements" is hereby amended as follows (struck through portions to be removed, bolded and underlined portions to be added):

- A. The Chief of Police <u>or his designee</u>, shall maintain due diligence over all wreckers <u>vehicles included in the Township application</u> and see that they are kept in safe condition for transporting or hauling disabled motor vehicles and shall have the right at all times to inspect all licensed <u>the aforementioned</u> wreckers and shall maintain a <u>written</u> report of all such inspections.
- B. If at any time the Chief of Police <u>or his designee</u>, shall find equipment inadequate or unsafe, <u>hethev</u> shall have the power to demand immediate correction and, if not so corrected by the operator to the satisfaction of the Chief of Police, the Chief of Police shall have the power to suspend the license until such time as the corrections and <u>/or</u> repairs are made, all in accordance with Title 39 of the New Jersey Statutes Annotated.
- C. The operator, through its authorized agents, must agree to follow the instructions and orders of the police officers in charge of the removal scene. The operator shall remove any vehicles which the Police Department may lawfully direct it to so do and shall store the same at its **secure** lot or storage facility until said vehicle is reclaimed by the lawful owner or otherwise disposed of according to law.

- D. The operator shall be responsible for any vehicle and the contents thereof after receiving said motor vehicle in its custody and shall reimburse the owner of any such motor vehicle removed by it for any such damage or loss sustained to any motor vehicle or its contents while said motor vehicle is in the operator's possession.
- E. The operator shall not make any repairs to any vehicle towed or removed by it as provided hereunder without first receiving written authorization of from the owner thereof or authorized agent.
- F. The <u>tow</u> operator, in removing damaged or impounded automobiles and light vehicles, including pickup trucks, minivans, motorcycles and vans, shall use, at a minimum, the vehicle manufacturer's suggested towing or removal method, including but not limited to, a hook tow, dolly, winch, sling, wheel lift or under reach or flatbed.
- G. The operator shall be responsible for removing all debris from a crash scene. This will include sweeping the roadway and removing all broken glass, plastic and other parts and removal of such debris from the scene. This will be done with no charge to the Township.
- H. All towing service charges shall be paid by the owner or operator or any person, firm or corporation elaiming having the right to possession of any motor vehicle moved or stored by the towing service/wrecker company as provided for herein, and the Township of Bridgewater shall not be liable for the payment of any sum to the wrecker/towing service which may be due on account of any towing, removal or storage.
- I. All <u>wrecker roster</u> chapter standards and operational requirements shall be made available to the public at the office of the Municipal Clerk during normal business hours. All requirements and fee schedules shall also be posted at the storage facility. All operators of towing facilities will have copies of the Bridgewater Township wrecker ordinance available for review upon the customers' request.
- J. In all of his/her dealings with the public in connection with this chapter, the operator is expected to always act in a professional manner and, at all times, to be courteous and respectful toward members of the public as well as members of the Township Police Department. While members of the public, especially those whose cars have been towed and impounded, may, at times, resort to strong language, threats and unbecoming behavior toward the operator, the operator is expected to exercise restraint and not to respond in kind and thereby reflect unfavorably upon the Township and/or the Police Department. No operator shall represent to any member of the public that he is an employee of the Township.
- K. Reports of discourteous behavior, <u>unauthorized or</u> excessive fees and damages to motor vehicles by the operator, which can be substantiated and documented, may be considered by the Township as sufficient cause for termination or suspension from the rotation list.

 <u>All fees charged by operators must conform to the schedule contained in Section</u>

216-13, and if the fees charged cannot be substantiated by matching Section 216-13, such fees shall be considered unauthorized fees.

- L. Each operator shall maintain adequate and complete records showing all vehicles towed, stored and released, all services rendered and all fees charged and collected. All records shall be available for inspection by the Township at any time during normal business hours. Records shall be maintained by the operator and shall be retained for a period of four years. Records may be written, printed or computerized as long as the requirements of this subsection are met. Operators shall forward a true and accurate copy of all tow receipts for the vehicles towed on behalf of the Township of Bridgewater during that month, to ensure compliance with the wrecker ordinance. The list must contain the date the vehicle was towed, the location of the tow, the make, model, **year**, vehicle registration, date and time of storage, date and time of release from storage and total fee charged. The list and copies of the bills, along with the Township processing fee for each vehicle towed and released, must be forwarded to the Police Department no later than the 15th day of each month **for details of the prior month**.
- M. The operator shall make all tow vehicles available to the Police Department for inspection at any time <u>during normal business hours</u>. All changes to the <u>wrecker</u> roster of vehicles must be filed with the Chief of Police prior to <u>that vehicle being inspected</u> <u>by the Township Police Department and</u> their being placed in service <u>on behalf of the Township.</u> and inspected by the Police Department.
- O. No operator may engage in the act of cruising. This requirement is intended to prohibit operators from soliciting business at the scenes of crashes and emergencies. This shall not be construed to prohibit any operator from contracting with any person, firm or corporation, provided that the operator, his agents and employees, do not solicit towing contracts at the scenes of crashes or emergencies.
- P. A license issued to an operator under this chapter shall not be transferable. Subcontractors have not been subject to the investigation process established by this chapter and, therefore, are prohibited from towing for the Township.
- Q. Each licensee shall produce his license when called upon to do so during the course of any police <u>authorized</u> towing <u>as authorized</u> under this chapter. Every tow vehicle or flat vehicle shall have the name of the official tower displayed on the vehicle in such manner and of such lettering as conforms to the provisions of N.J.S.A. 39:4-46.

- R. For services rendered or to retrieve a motor vehicle from storage, the operator shall accept payment by cash, a check issued by an insurance company, a valid debit card or a valid major credit card or charge card subject to the provisions of N.J.S.A. 56:13-16g of the Predatory Towing Prevention Act and 56:13-4b, the latter of which states: "The operator may request additional identification, as determined by the Director of the Division of Consumer Affairs, before proceeding with the towing. Unless the motorist is unable to produce such identification or the operator has a bona fide reason to believe the card or other identification is fictitious, altered, stolen, expired or revoked or not valid for any other cause or clearly offered with intent to defraud the issuer, the debit card, charge card or credit card shall be deemed an acceptable form of payment in lieu of cash if the operator ordinarily accepts the card at his place of business. Nothing in this act shall preclude payment by a motorist in the form of check or money order, if this form of payment is acceptable to the tow operator." Upon payment of the appropriate fee, the operator shall release the vehicle to the appropriate party in a diligent manner. Failure to communicate a reasonable timeframe for the release of a vehicle shall be considered a violation of subsections 216-11(J) and/or (K).
- S. Operators are prohibited from retaining personal property located in a vehicle as leverage to coerce payment. Property must be returned to the owner upon request.—in a diligent manner. Failure to communicate a reasonable timeframe for the return of any property held by an operator shall be considered a violation of subjections 216-11(J) and/or (K).
- T. Pursuant to N.J.S.A. 56:13-16e, it shall be an unlawful practice to fail, when so requested by the owner or operator of a vehicle subject to a nonconsensual towing, to release a vehicle to the owner or operator that has been, or is about to be, hooked or lifted but has not actually been moved or removed from the property when the vehicle owner or operator returns to the vehicle or to charge the owner or operator requesting release of the vehicle an unreasonable or excessive decoupling fee.
- U. All operators responding to a heavy-duty tow that require more than the basic tow requirements shall have a recovery supervisor on scene that is certified by a nationally recognized organization.
 - (1) The Nationally recognized organizations that are acceptable for Bridgewater Township are:
 - (a) National Towing and Recovery Association of America (T.R.A.A.) (800-728-0136).
 - (b) Wrecker Master (800-267-2266).
 - (2) Each heavy-duty recovery supervisor must obtain a certification from a nationally recognized organization as determined by the Chief of Police or his designee. Each tow truck operator must obtain certification within nine months from the start of employment and must receive training in an industry recognized recovery course every two years keeping current with the industry standards.

- (3) All certifications will be verified and maintained at police headquarters annually.
- (4) Each recovery supervisor shall obtain a Level III certification from T.R.A.A. or the equivalent Level 6/7 from Wrecker Master.
- (5) All operators shall have six months to complete the required training to operate as light,- medium,- and heavy-duty operator.

SECTION VI.

Section 216-13 entitled "Towing and storage fee schedule" is hereby repealed and replaced as follows (struck through portions to be removed, bolded and underlined portions to be added):

- A. The below listed fees are the only allowable charges for vehicles towed at the request of the Township Police Department. No tow company will charge any additional fees that are not listed in § 216-13, Towing and Storage Fee Schedule. The rate per tow vehicle only applies if the truck is actually used in the removal or conveyance of the vehicle. All dates and times for the storage and releasing of vehicles will be documented for the purposes of the fee schedule. The Township shall provide each tower with an annual fee schedule which shall include and describe the fees contained herein, including the vehicle processing fee as described below.
- B. All allowable fees shall be the maximum fees permitted by the New Jersey State
 Police and shall be updated as appropriate by Township Council action to reflect
 the newest maximum allowable rates permitted. The current rate schedule can be
 found through the Garden State Towing Association or online at
 https://gsta.org/state-police-rates/.
- C. Mileage will not be charged for vehicle towed from the scene to the operator's storage facility or to a location in the Township. A charge of \$4 per mile is allowable for vehicles towed from the scene at the request of the vehicle owner or operator to a location outside of Bridgewater Township. In addition to the above listed fees, the operator will collect a \$50 per vehicle Township processing fee on all released vehicles. This fee will be paid to the Township by the operator by the 15th of each month from the release of the vehicle from the previous month. This fee only applies to vehicles that were towed at the request of Bridgewater Township. It excludes any and all vehicles abandoned at the operator's yard in which a junk title must be obtained or if the vehicle's owner turns over the title to the operator in place of payment. Operators will note on bill: "Fee of \$50 to Bridgewater Township for administrative charges." The vehicle processing fee shall be included and described in the annual fee schedule provided by the Township to all towers. This administrative charge shall be used for the proper implementation of this Chapter and for the administrative oversight of the towing process.

- D. If the Township of Bridgewater specifically requests the storage of any vehicle by the tower, the fees charged to the Township of Bridgewater shall be governed by N.J.S.A. 40:48-2.50, as amended.
- E. The Bridgewater Township Police Department's impound lot will be designated as an outside secured storage facility.
- F. The Bridgewater Police Department shall not be responsible for retrieving vehicles once towed to the facility of a member of the wrecker roster and will only facilitate vehicle owners retrieving their vehicles as a courtesy without interference with the daily operation of the tow operators.

SECTION VII.

Section 216-14 entitled "Violations and penalties" is hereby amended as follows (struck through portions to be removed, bolded and underlined portions to be added):

- A. Any operator unable to respond <u>or meet the response time requirement</u> to four or more Police Department <u>dispatch</u> requests per month will be subject to removal from the approved list <u>with the approval of the Mayor or their designee</u>.
- B. Municipal penalties.
 - (1) Operators shall be subject to the following penalties in certain circumstances. Violators of this section, at the discretion of the Chief of Police, will be issued a summons which will be heard in the Township's municipal court.
 - (a) Failure to arrive on scene with the required equipment **as directed by Township Police in the dispatch** will result in a fine of \$25250.
 - (b) Responding to scene with an unauthorized driver will result in a fine of \$125250.
 - (2) For a violation of § 216-10A, regarding wrecker response times, operators shall be subject to the following penalties:
 - (a) The first and second violation in any given calendar year will result in a warning letter sent via certified mail from the Chief of Police, with a copy to the Mayor and Township Administrator, to the business owner at their registered place of business.
 - (b) The third violation in any calendar year will result in a seven-day suspension from the police tow list and a fine of \$25225.
 - (c) The fourth violation in any calendar year will result in a fourteen-day suspension from the police tow list and a fine of \$250.
 - (d) The fifth violation in any calendar year will result in a suspension from the police tow list for 30 days and a fine of \$275.

- (e) The sixth violation in any calendar year will result in a suspension from the police tow list for the remainder of the calendar year. The operator will be ineligible to apply for a wrecker license the following calendar year. If the applicant chooses to reapply in the future with the same corporate structure and business address, a surcharge of \$300 payable to the Township to be filed with the application is required. and fined \$1300.
- (3) For a violation of any of the provisions of this chapter not addressed above, <u>such as discourteous or unruly operator behavior</u>, <u>owners/operators</u> shall be subject to the following penalties:
 - (a) The first violation in any given calendar year will result in a warning letter.
 - (b) The second violation in any calendar year will result in a fifteen-day suspension from the police tow list and a fine of \$25.
 - (c) The third violation in any calendar year will result in a thirty-day suspension from the police tow list and a fine of \$250.
 - (d) The fourth violation in any calendar year will result in a suspension from the police tow list for the remainder of the calendar year. The operator will be ineligible to apply for a wrecker license for the following calendar year and fined be subject to a \$300 surcharge if applying in the future.
- C. The decision to issue summons(es) which would be heard in the Township's municipal court for alleged violations of this Chapter shall not in any way impugn the Chief of Police's discretion, with approval of the Mayor, to suspend an operator's license as outlined in Section 216-7 and 216-12 and shall constitute a separate and distinct proceeding.

SECTION VIII.

Any ordinances or parts thereof inconsistent with this ordinance are hereby repealed to the extent of such consistency.

SECTION IX.

If any such section, paragraph, subdivision, clause, or provision of this Ordinance shall be adjudged invalid, such adjudication shall only apply to this section, paragraph, subdivision, clause, or provision, and the remainder of this ordinance shall be deemed valid and effective.

SECTION X.

This ordinance shall take effect upon adoption and publication in the manner required by New Jersey law but, in no event, less than 20 days after its final passage by the Township Council and approved by the Mayor, where such approval is required by law.

Adopted: <u>August 3, 2023</u> Effective: <u>August 23, 2023</u>