

STANDARD OPERATING PROCEDURES



FIELD OPERATIONS DIVISION

TOWING DETAIL

MIAMI POLICE TRAFFIC UNIT
WRECKER DETAIL
STANDARD OPERATING PROCEDURES
INDEX

<u>SUBJECT</u>	<u>SET</u>
Endorsement Sheet	i
Letter of Promulgation	A
Mission, Goals, and Objectives	B
Duty Hours and Dress	C
Duties and Responsibilities of Members	D
Annex- Inspection Form	E
Unit Policies	F
Annex- Wrecker Towing Complaint Form	G
Duty of the Wrecker Detail	S.O.P. 1
Emergency Mobilization Procedure	S.O.P. 2
Annex- Wrecker Detail Emergency Mobilization S.O.P	

City of Miami



ARTHUR NORIEGA, V
City Manager

MIAMI POLICE TRAFFIC UNIT

WRECKER DETAIL

STANDARD OPERATING PROCEDURES

ENDORSEMENT SHEET

First Quarter
Inspection



Detail Commander

Date 2-2-2022

Second Quarter
Inspection

Detail Commander

Date _____

Third Quarter
Inspection

Detail Commander

Date _____

Fourth Quarter
Inspection

Detail Commander

Date _____

Annual Inspection
Inspection

Detail Commander

Date _____



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

MIAMI POLICE TRAFFIC UNIT

WRECKER DETAIL

STANDARD OPERATING PROCEDURES

LETTER OF PROMULGATION

To: ALL WRECKER DETAIL PERSONNEL

This S.O.P is established to provide guidelines for the operation and management of the Wrecker Detail.

Procedures incorporated into this S.O.P are not meant to supersede, but rather to supplement published Departmental Order and Administrative guidelines. Conflicts between documents will be arbitrated by the Detail Commander.

Personnel assigned to Wrecker Detail are required to read and abide by the procedures as set forth by the undersigned.

Commander
Wrecker Detail

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

MIAMI POLICE TRAFFIC UNIT

WRECKER DETAIL

STANDARD OPERATING PROCEDURES

MISSION, GOALS AND OBJECTIVES

I. MISSION

The mission of the Wrecker Detail is the same as the overall mission of the Police Department, which is the prevention of crime, enforcement of laws, protection of life and property, preservation of the peace and the apprehension of criminals.

II. GOAL

To improve the effectiveness of the Miami Police Department by facilitating a cooperative effort between the Department, towing firms, booting companies, and citizens utilizing towing/booting services. The Wrecker Detail coordinates and oversees the Towing contracts, which are in force between the City of Miami and Towing Companies.

Commander
Wrecker Detail

01/22/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

MIAMI POLICE TRAFFIC UNIT

WRECKER DETAIL

STANDARD OPERATING PROCEDURES

DUTY HOURS AND DRESS

The following hours are the duty hours of the Wrecker Detail:

0700 - 1700 Hours
(Hours adjusted per traffic unit needs)

The Wrecker Detail is physically located at 2200 West Flagler (South Station).

The dress code requirements are the standard police uniform. Appropriate civilian attire may be worn at the discretion of the Detail Commanding Officer.

NOTE: An officer in the Wrecker Detail will be available 24 hours a day, 7 days a week via the use of a telephone answering machine and a cell phone.



Commander
Wrecker Detail

07/22/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

MIAMI POLICE TRAFFIC UNIT


WRECKER DETAIL

STANDARD OPERATING PROCEDURES

DUTIES AND RESPONSIBILITIES

I. DETAIL COMMANDER

- A. Oversees and Coordinates the activities of the Wrecker Detail.
- B. Ascertains that all required reports are completed and forwarded in a timely manner.
 - 1. Reviews reports prepared by the Wrecker Detail.
 - 2. Monthly Activity Report.
 - 3. Quarterly Unit inspection report.
 - 4. Personnel evaluations.
 - 5. Reprimands.
 - 6. Commendations



 Commander
 Wrecker Detail

07/22/19

 Effective Date



DUTIES & RESPONSIBILITIES (continued)

- C. Prepares a detailed budget, which is forwarded to the Business Management Section.
- D. Is responsible for the thorough investigation of all complaints brought to his/her attention against personnel assigned to the detail.
- E. Is responsible for responding to the numerous forms of correspondence directed to the detail, and is on occasion, required to prepare letters for the signature of the Chief of Police.
- F. Conducts research and studies the feasibility of implementing new procedures or programs for the betterment of the Department.
- G. Employs all the essential skills of organization, planning, directing, reporting, conditioning and training in order to provide the required leadership for the personnel under his command.
- H. Maintains a current S.O.P for the Detail and ensures that all personnel are aware of their duties and responsibilities.

DUTY OF THE DETAIL SERGEANT

- I. The Wrecker Detail Sergeant is a first line supervisor with added responsibilities in administration and the ability to analyze problems dealing with towing situations.
- II. The Wrecker Detail is under the supervision of the Traffic Unit/Enforcement Detail Sergeant and is assigned days off and hours by the Detail Commander.
- III. The duties of the Wrecker Detail Sergeant are assigned by the Detail Commander which include, but are not limited to:
 - A. Monthly schedule and assignment of personnel.
 - B. Preparing and maintaining monthly activity reports.
- IV. Preparing personnel evaluations, commendations and reprimands.

DUTIES & RESPONSIBILITIES (continued)

- V. Reviewing and signing Employee Attendance reports, including overtime slips and/or corrections.
- VI. Oversee and correlate any investigations or citizen complaints involving booting companies and towing services whether by Rotation or Private Property Towing.
- VII. Maintain liaison between the Wrecker Detail and other departmental units as well as outside agencies, i.e. Fire Rescue, Dade County Department of Motor Vehicles, etc.

DUTY OF PERSONNEL ASSIGNED TO THE WRECKER DETAIL

- I. The duties of personnel assigned to the Wrecker are outlined and are contained in the body of S.O.P 1.
 - A. Ensure that private property towing companies operating within the City of Miami conform to ordinance #11426, #10937 and #10964 enacted by the City Commission governing towing rates.
 - B. Complete the Citizen Complaint Form when citizens file complaints against a Private Property or Rotation Wrecker Towing Company and Booting Companies. The officer will initiate an investigation by contacting the towing company to ascertain their side of the dispute. All information concerning the complaint will be made part of that towing company's file. If necessary, the complaint will be brought before the Towing Review Board for any violation with the Towing Contract.
 - 1. If the complaint concerns police initiated towing services, the current contractual agreement must be used as a guideline in conducting the investigation.
 - 2. The officer must determine if the complaint is of a Private Property Towing or a police-initiated towing nature.
 - 3. Conduct a thorough and complete investigation.
 - 4. The citizen must be contacted upon completion of the investigation as to the concluded findings.

DUTIES & RESPONSIBILITIES (continued)

5. In the event the complaint is filed on a police initiated towing company, the towing company will be notified and a written reply forwarded to the Wrecker Detail by the towing company.
 6. The complaint will be evaluated by the Wrecker Detail to determine if the complaint should be brought before the Towing Review Board for review and possible suspension or termination.
- C. The City of Miami Police Department will be responsible for investigating complaints concerning City of Miami employees.
 - D. Complaints by towing firms concerning City of Miami employees must be forwarded to the Commander of the Traffic Unit, Enforcement Detail.
 - E. Each complaint will be forwarded through the proper channels for investigation.
 - F. Upon completion of the investigation a written reply to the towing agency will be prepared by the Traffic Unit/Enforcement Detail Commander
 - G. Inspect Private Property Towing lots to ensure that all signs are in compliance with present State Statutes. If violations are noted, the company will not be allowed to tow from that lot until such deficiencies are completed.
 - H. The Wrecker Detail officer will maintain a filing system consisting of files on all Towing Companies licensed to tow within the City of Miami.
 - I. The Wrecker Detail officer will contact the City of Miami Licensing Department to review renewal applications prior to their mail out in July of each year, as they expire on October 1st of each year.
 - J. The Wrecker Detail officer will screen completed applications to ensure that all required documentation is present.
 - K. Examine a sample of the "Tow-away" signs.

DUTIES & RESPONSIBILITIES (continued)

- L. Once these steps are completed, the Wrecker Detail officer will complete the following:
 - 1. Complete Inspection Form on the business and storage lot.
 - 2. Spot-check several towing sites for compliance.
 - 3. Inspect the wreckers to be used for towing from private property.
 - 4. Once these steps have been completed, the officer will give the owner a copy of the completed application with instructions to contact the City of Miami Licensing Department, 444 S.W. 2nd Avenue (6th Floor). The owner must return with a copy of the receipt in order to obtain final approval and C.I.S. notification of acceptance of Private Property Tow-Aways.
- M. The Wrecker Detail officer will be responsible for inspecting Rotation Wreckers, requirements of which are contained in S.O.P.1.
- N. The Wrecker Detail officer will be responsible for Special Events Towing, requirements of which are contained in S.O.P 1.
- O. The Wrecker Detail officer will be responsible for ensuring that all towing companies are properly insured meeting the requirements of State Law and City of Miami contract requirements.
- P. It will be the responsibility of the Wrecker Detail Officer to inspect records of Towing Companies concerning police tows to ensure that the contractual agreement is being followed.
- Q. The Wrecker Detail officer will prepare a detailed activity report to be submitted to the Commander of the Traffic Unit/Enforcement Detail by the fifth (5) day of each month.
- R. The Wrecker Detail Officer will serve as a liaison with the Budget Unit, the requirements of which are contained in S.O.P 1.



Revised by PCS on 10/31/2019

City of Miami Police Towing Company Inspection Form



City of Miami
Police Department

Traffic Enforcement
Detail

Date: _____ Officer Conducting Inspection: _____

Towing Company Name: _____

Name of Company Representative (Present During Inspection): _____

Type of Inspection

Wrecker Log

Facility Inspection

Wrecker Inspection

Deficiency: _____

Note: _____

Follow-Up: _____

Action Taken

Inspection complete

Warning: _____

Cited: _____

Re-Inspection: _____

Det.

This form must be completed for each towing company as well as for any follow-up inspection.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

MIAMI POLICE WRECKER DETAIL STANDARD OPERATING PROCEDURES DETAIL POLICIES

The Wrecker Detail was established to comply with State, County, and Local laws, codes and ordinances, and police towing contracts.

The procedures were developed to set proper guidelines for the operation and maintenance of towing firms.

Any person seeking information concerning the operation of the Wrecker Detail should refer to proper applicable sections or S.O.P.'s.



Commander
Wrecker Detail

07/22/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

MIAMI POLICE WRECKER DETAIL STANDARD OPERATING PROCEDURES UNIT POLICIES

SUBJECT: POLICIES OF THE WRECKER DETAIL

PURPOSE: To establish familiarity with the Standard Operating Procedures and the steps which are utilized in the proper operation and maintenance of Towing firms and booting companies dictated by State, County and Local Laws.

SCOPE: The procedures by which the Wrecker Detail operates under are contained in the S.O.P. Sections of this manual. Anyone seeking information concerning the operation of the Wrecker Detail should refer to the Detail's S.O.P.'s.



Commander
Wrecker Detail

07/22/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

MIAMI POLICE WRECKER DETAIL STANDARD OPERATING PROCEDURES UNIT POLICIES

SUBJECT: POLICIES OF THE WRECKER DETAIL

PURPOSE: To establish familiarity with the Standard Operating Procedures and the steps, which are utilized in the proper operation and maintenance of Towing firms, dictated by State, County and Local Laws.

SCOPE: The procedures by which the Wrecker Detail operates under are contained in the S.O.P. Sections of this manual. Anyone seeking information concerning the operation of the Wrecker Detail should refer to the Detail's S.O.P.'s.

Commander
Wrecker Detail

07/22/19

Effective Date



Miami Police Department
Specialized Operations Section
Wrecker Detail
2200 W. Flagler St. Miami, FL.
Phone: (305) 603-6531

Ref # _____



Wrecker Complaint Form

Complainant Contact Information

*Required information

First Name: * _____ Last Name: * _____

Address: * _____

City: * _____ State: * _____ Zip Code: * _____

Daytime No: _____ Home No: _____

Cell No: _____ E-Mail: _____

Towing Company Information

Company Name: * _____

Address: * _____

City: * _____ State: * _____ Zip Code: * _____

Telephone #: * _____

Vehicle Information

Make of Vehicle: _____ Year: _____

Model: _____ Tag: _____ State: _____

Color: _____ Vin#: _____

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

MIAMI POLICE WRECKER DETAIL STANDARD OPERATING PROCEDURES

S.O.P. 1

SUBJECT: DUTY OF THE WRECKER DETAIL

PURPOSE: To provide guidelines for the operation of the Wrecker Detail which is a sub-detail of the Traffic Unit.

SCOPE: To improve the effectiveness of the Miami Police Department by facilitating a cooperative effort between the department, towing firms, booting companies, and citizens utilizing towing services. Also, oversees the contractual arrangements between the Department and towing companies contracted to perform these tasks. Also, oversees the towing and storage practices of motor vehicles illegally parked on private property to ensure that State, County and local laws, codes and ordinances are complied with.

I. Private Property Towing



Commander
Wrecker Detail

01/22/19

Effective Date



S.O.P 1 (continued)

- A. Ensure that private property towing companies operating within the City of Miami conform to ordinance #11426, #10937 and #10964 enacted by the City Commission governing towing rates.
- B. The Wrecker Detail, attached to the Traffic Unit will assume the primary responsibility of enforcement, however, this does not preclude any officer of the City of Miami Police Department to take enforcement action, when deemed necessary.
- C. Citizen Complaints
- D. When a citizen files a complaint against a towing firm or booting company, a Wrecker Towing Complaint Form will be completed. This form is to be completed on all complaints. The citizen will be kept advised of the status of the investigation. The towing company/booting company will be contacted, and any evidence shall be obtained by the officer, i.e. tow bills, entry on tow company logs, C.I.S. log, etc. This information will be kept in the tow companies' file. If necessary, the complaint will be brought before the Towing Review Board. The Towing Review Board may make a recommendation to the City Manager or his Representative, as to the action to be taken against the company. Suspension of towing privileges or revocation of towing occupational license. The citizen will be advised that he may be asked to appear before the Towing Review Board or the City Manager to give testimony concerning his complaint.
- E. The towing detail has the responsibility to inspect Private Property Towing lots to insure that the signs are in compliance with present State Statutes. When violations are found the company will be so advised, and not be allowed to tow from that lot, until such time as the violation is corrected.
- F. As stated previously, files will be kept on all towing companies licensed to tow from Private Property in the City of Miami. These files will be reviewed during

S.O.P 1 (continued)

the license renewal period in September. The number of complaints and the manner, in which the companies resolve these complaints, can be used as a basis for denial of the license application.

II. Private Property Towing Licenses

- A. The City of Miami Private Property Towing License becomes effective and is due on October 1st of each year.
- B. It will be the detail's responsibility to contact the City of Miami Licensing Department to review renewal applications prior to their mail out in early July of each year.
- C. The detail will notify the towing firms wishing to renew their licenses of a mandatory re-inspection of their businesses and tow trucks.
- D. All incoming applications will be screened for completeness, and will include the following:
 - 1. A completed and notarized application for occupational towing license, including a copy of the following:
 - a. Copy of all current contracts.
 - b. Copy of City of Miami Occupational Licenses for automobile towing, storage yard, mechanical repair (if applicable), auto paint and body (if applicable). Note: If the business is located outside the City of Miami, Metro-Dade County or residing municipality, equivalent occupational licenses are needed in addition to the City of Miami required licenses.

S.O.P 1 (continued)

- c. Zoning certificated of use and occupancy for storage yard, automobile towing, etc.
2. Record check of towing companies owners, and verify the corporate status with the Secretary of State's Office in Tallahassee.
3. Examine a sample of the "Tow-away" signs.
4. Once steps #1 through #3 have been completed, inspect and complete the following forms:
 - a. Complete Inspection Form on the business area storage yard.
 - b. Spot-check several towing sites for compliance (private property inspection form).
 - c. Inspect the wreckers to be used for towing form Private Property.
5. Once step #4 has been completed, sign and seal application. Give the owner a copy of the original application and have the owner obtain the City of Miami license for automobile towing from Private Property at the City of Miami License Department, 444 S.W. 2nd Avenue (6th Floor). The owner must return with a copy of the receipt in order to obtain final approval and C.I.S. notification of acceptance of Private Property Tow-aways.
6. Complete a Vehicle Inspection Report on each truck that will be on file in the Wrecker Detail.

III. Citizen Complaints on Towing Firm's Services.

S.O.P 1 (continued)

- A. The Wrecker Detail will be responsible for investigating all complaints concerning towing services.
- B. If the complaint concerns the towing of an illegally parked vehicle on Private Property, City Ordinances must be used as a guideline for the investigation concerning rate purposes only. State Statutes shall be utilized for all other violations.
- C. If the complaint concerns police initiated towing services, the current contractual agreement must be used as a guideline in conducting the investigation.
- D. Upon receiving a complaint whether walk-in or by telephone a Wrecker Towing Complaint Form must be filled out.
- E. Determine whether the complaint is of a Private Property Towing nature or a police initiated towing.
- F. Conduct a complete and thorough investigation.
- G. The citizen must be contacted upon the completion of the investigation as to the findings.
- H. In the event that a complaint is filed on a police initiated towing agency, the towing agency will be notified and a written reply will be forwarded to the Wrecker Detail by the towing agency.
- I. The complaint may be evaluated by members of the Towing Review Board to determine if the complaint should be a basis for suspension or termination.
- J. Files will be maintained on all towing firm complaints.
- K. Due to the numerous complaints and citizen inquiries that involve towing disputes the Wrecker Detail will maintain an answering machine and a cellular phone 24-hours a day, 7 days a week.

S.O.P 1 (continued)

- IV. Towing Firm Complaints on City of Miami Employees.
 - A. The City of Miami Police Department will be responsible for handling complaints concerning City of Miami Employees.
 - B. Complaints by towing firms concerning City of Miami Employees must be forwarded to the Wrecker Detail Commanding Officer.
 - C. Each complaint will be forwarded through the proper channels for investigation.
 - D. Upon completion of the investigation a written reply to the towing agency will be prepared by the Wrecker Detail for the Detail Commanding Officer.

- V. Inspecting Contract Towing Firms (Rotation Wreckers).
 - A. The Wrecker Detail is solely responsible for periodically inspecting the police initiated towing facilities to verify compliance to current "Towing Agreement."
 - B. Tow trucks should be inspected annually and noted on the inspection forms.
 - C. Any vehicles not meeting the safety standards should be "dead lined."
 - D. Owners will be prohibited from using dead lined vehicles for police initiated towing until a re-inspection clearly verifies the deficiencies have been corrected as indicated and subject to the provisions stated in the "Towing Agreement."

- VI. Special Events Towing

S.O.P 1 (continued)

- A. The City of Miami Police Department is responsible for providing wreckers for Special Events that occur within the City of Miami.
 - B. The Wrecker Detail will make arrangements for providing wreckers for Special Events or special operations.
 - C. The towing firms assigned to the zone where the Special Event is to occur will provide an adequate amount of wreckers to facilitate the event.
- VII. Insurance Coverage on Contract Towing Firms.
- A. The City of Miami is responsible to insure that the towing firms have obtained the necessary insurance coverage as per "Towing Agreement" before being permitted to begin work for the city.
 - B. All insurance policies required must be written by a company or companies rated at least "A" as to the management and at least Class "V" as to financial strength in the latest edition of the Best's Insurance Guide, published by Alfred M. Best Co., Inc., Oldswick, N.J.
 - C. All towing firms will be expected to furnish a certificate of insurance to the City clearly indicating conformity with these requirements.
 - D. Certificates should be forwarded to the City of Miami Finance Department, Risk Management Division, 444 S.W. 2nd Avenue, MRC Building.
 - E. The policy of insurance required shall be written in such a manner that they may not be cancelled or materially changed without 30 days advanced written notice to the City of Miami Risk Management.
- VIII. Property Unit Liaison

S.O.P 1 (continued)

- A. The Wrecker Detail will be responsible to provide assistance to the Property Unit staff in resolving disputes concerning the contracting towing firms.
 - B. Assist by contacting sworn personnel utilizing towing services for a verification of rendered services.
 - C. Will assist the Property Unit in the notification of towing firms when the City of Miami Auto Pound becomes unavailable for vehicles due to lack of storage space.
- IX. Maintaining Unit Records.
- A. It will be the responsibility of the Wrecker Detail to maintain individual files on all police initiated towing firms and private property towing firms.
 - B. Files will be maintained by the Wrecker Detail.
 - C. Files will include all miscellaneous reports, suspensions and revocations, arrest records of individual employees and a list of employees, etc.
- X. Investigating Wrecker Firm Records
- A. It is the responsibility of the Wrecker Detail to review for completeness and accuracy the tow logs, invoices, etc. of the police initiated towing firms in accordance with the "Towing Agreement."
 - B. A member of the Wrecker Detail is required to go to the Planning and Research Unit on the first (1st) Monday of each month and pick-up the computer print-out tow logs.
 - C. The tow log is then reviewed and maintained in the Wrecker Detail office and is utilized for billing and investigative purposes.

S.O.P 1 (continued)

XI. Towed Vehicle Information

- A. The Wrecker Detail will be responsible for maintaining information on towed vehicles from both Public and Private Property.
- B. To assist the general public in relocating their vehicles.
- C. To be a liaison between the wrecker firms and the City of Miami.
- D. Will maintain a copy of the computer print-out towing logs to facilitate locating vehicles.
- E. Maintain liaison with the Property Unit.

XII. Budget Unit Liaison

- A. The Wrecker Detail will have the responsibility of monitoring and enforcing the contractual stipulations outlined in the towing contract.
- B. Towing agencies will include a list of vehicles for which they are making payment. Payment is due no later than the 20th day of the month per Section XIX Collection and Payment of the towing agreement.
- C. For vehicles towed, but not released, the towing agency will provide written documentation regarding the status. This documentation will accompany all payments made by the towing agency.
- D. Discrepancies reference the number of vehicles towed will be directed to the Wrecker Detail (305) 603-6531 for resolution. Discrepancies reference billing will be directed to the Business Management Section (305) 416-1917 for resolution.

S.O.P 1 (continued)

- E. Once the written documentation is provided to the Wrecker Detail, the information will be verified and approved by the Detail. This includes, but is not limited to, review of Complaint Room and C.I.S to logs, review of computer print-out tow logs, review of Certificates of Destruction and sales receipts, review of company files to support deductions.
- XIII. All State Searches on Motor Vehicles.
- A. The Wrecker Detail is responsible for ensuring that State Statute 713.78 is complied with. If the towing agency is unable to locate the owner of a motor vehicle, they must provide the information to the police department.
 - B. Upon receiving information of towed vehicles in which an owner could not be located, the Wrecker Detail will obtain an all-state search on the vehicles. All information obtained through records checks will be forwarded to the towing agency. If no information is obtained in the all-state search, a good faith letter will be provided to the towing company.
- XIV. Field Enforcement
- A. The Wrecker Detail will conduct field enforcement concentrating on wrecker and traffic enforcement to ensure that state, county and local laws, codes and ordinances are complied with.
- XV. Certificates of Destruction
- A. When requested, the Detail will respond to the towing company to sign off on Certificates of Destruction of vehicles. These forms must be signed by a police officer and the vehicle must be inspected.
 - B. When requested, the detail shall provide the towing company with an authorization form to dispose of junk boats or trailers at the North Dade Landfill.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

MIAMI POLICE WRECKER DETAIL STANDARD OPERATING PROCEDURES

S.O.P. 2

SUBJECT: EMERGENCY MOBILIZATION

PURPOSE: To provide guidelines for emergency procedures and mobilization.

SCOPE: All members of the Wrecker Detail are required to familiarize themselves with Departmental Order 14, Emergency Procedures.

All members of the Wrecker Detail will participate in the annual departmental wide Mobilization training.



Commander
Wrecker Detail

07/22/19

Effective Date

