



# ANN ARBOR FIRE DEPARTMENT

## Standard Operating Procedures - 3.20 Requesting Highway Tow Services



### REQUESTING HIGHWAY TOW SERVICES

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Effective: September 24, 2021  
 Scheduled Review: September 24, 2024  
 Approved: Fire Chief Mike Kennedy

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#### I. PURPOSE

To establish a procedure for personnel to request a tow service on surrounding highway systems in collaboration with the Michigan State Police (MSP). Such requests shall be managed through Central Fire Dispatch and Washtenaw County Metro (Metro) Dispatch, and to assist the Michigan State Police (MSP) in obtaining report information of responsible parties and involved vehicles, if requested.

It is the responsibility of personnel to comply with this procedure in its entirety. There shall be no authority to deviate from this procedure. If warranted, the President of WAMAA shall request a special conference with either the MSP Post 12 Assistant Post Commander or Post Commander, and either the Metro Operations Manager or Emergency Services Director to resolve such matters.

#### II. INCIDENT BENCHMARKS

Due to limited resources and incident volume, MSP may be unable to assign resources to a highway incident (non-priority). Such examples of non-priority incidents are property damage accidents (PDCs) with no injuries, unoccupied motor vehicles posing a road hazard or an abandoned vehicle that is generating multiple emergency services response requests.

Upon meeting all three (3) criteria listed below, a tow service request shall be made through Central Fire Dispatch:

- A. MSP or another area law enforcement agency is unavailable to respond to the location within 30-minutes of the initial AAFD alarm time.
- B. The incident does not involve a criminal act or human injury.
- C. The involved vehicle(s) poses a road hazard for vehicles traveling on the highway or presents a personal safety risk to the vehicle occupant(s) and/or emergency response personnel.

When possible, Central Fire Dispatch shall contact Metro to request a tow service. Central Fire Dispatch shall document within the respective AAFD incident CAD notes the time of request and the tow service company responding. Metro shall advise Central Fire Dispatch of the assigned tow service. Neither Central Fire Dispatch nor Metro will be able to provide an estimated time of arrival for any tow service request. The Washtenaw County standard arrival time for a tow service is 20-minutes. It is understood and agreed that all tows and impounds shall be in compliance with Washtenaw County and Metro tow/impound protocols and procedures and towing contracts. Metro will contact the area wrecker service in all circumstances under this policy, unless the vehicle owner/driver requests a specific wrecker service.



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### III. TOW SERVICE DOCUMENTATION

Upon making a tow request, the officer shall complete the Washtenaw County Fire Department (WCFD) Tow Service Report Form, which is a triplet carbon copy document.

A WCFD Tow Service Report Form shall be completed for each vehicle towed at the request of the AAFD. WCFD Tow Service Report Form(s) shall be completed in their entirety. If the information or signatures are not available, then "Not Available" shall be entered into each information category. The WCFD Tow Service Report Form shall be legibly signed by the involved officer, the involved vehicle(s) owner and/or operator, and the tow service representative.

AAFD shall maintain the original form copy, while duplicate copies shall be provided to the vehicle owner and/operator and to the tow service representative.

Upon returning to quarters, the involved officer shall complete the WCFD Tow Service Report by entering the generated AAFD NFIRS incident number and then forward a scanned copy of the document to the MSP Brighton Post contacts listed below. If scanning function is not working, a digital image of the form may be emailed.

Lieutenant Michael Sura, Asst Post Commander [suram@michigan.gov](mailto:suram@michigan.gov)  
First Lieutenant Joel Allen, Post Commander [allenJ16@michigan.gov](mailto:allenJ16@michigan.gov)

The involved officer shall forward the completed form to the assistant fire chief of emergency operations through the AAFD's inter-department mail. The assistant fire chief shall scan and attach the document(s) to the original incident report.

### IV. INCIDENT TERMINATION

Upon the termination of the highway incident that involves AAFD towing a vehicle(s), the officer shall advise Central Fire Dispatch of the final destination of the towed vehicle(s). In turn, Central Fire Dispatch shall advise Metro the vehicle(s) has been cleared from the highway system and of the final destination of the towed vehicle(s). Central Fire Dispatch and Metro shall enter this information into their respective incident CAD notes for additional follow-up if needed.



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### Washtenaw County Fire Department Tow Service Report

Incident Information	Vehicle No.	Incident Location:			Date:	Time:	
	Fire Department Incident Number:						
	Incident Type:						
	Reporting Officer Name/FD ID Number (Printed):						
	Reporting Officer Signature:						
Vehicle Information	Year:	Make:	Model:	Body Style:	License No.	State:	
	VIN:			Odometer Reading:		Color:	
	Owner:			Address:		Contact No.	
	Owner Signature (If Available):						
	Driver:			Address:		Contact No.	
	Driver/Responsible Party Signature (If Available):						
	Reason for Tow:						
	Yes: ___ No: ___ Responsible Party advised to contact MSP Brighton Post directly via information provided below to file an accident report at a later date.						
Insurance Information	Agency/Company Name:			Company Address:			
	Policy Number:			Agency/Company Contact Number:			
Tow Company	Company Name:			Towed To:			
	Tow Driver Name (Printed):			Tow Driver Signature:			

Original Copy - Fire Department  
Duplicate Copy - Tow Company  
Duplicate Copy - Vehicle Owner/Operator

Contact the Michigan State Police directly to file a report at:  
Michigan State Police; Brighton Post 12  
4337 Buno Road; Brighton, Michigan 48114  
Contact Number: (810) 227-1051  
Lobby Hours: Monday through Friday 8:00AM to 4:00PM