

WORKING WITH TOWING COMPANIES



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ESTABLISHING RELATIONSHIPS

- Introduce and familiarize your SSP patrol to the local towing companies who may be called to a scene.
- Visit and take tours of their towing yard to understand what equipment and services each company.
 - Example: If there is a fuel leak, make sure you know ahead of time which towing companies have the equipment to deal with that incident.
- Encourage the SSP operators train with the towing companies during TIM training.



COMMUNICATION PRIOR TO ARRIVAL

- Call the towers as soon as you know they will be needed and provide on-site contact information.
- Be as specific as possible when describing the scene, so the tower can plan and understand what equipment will be needed.
- Encourage video calls to show the tower the incident scene to ensure the tower understands what is needed before arriving.
- Advise the tower on the situation with the vehicles involved in the incident. (i.e. is there an oil leak? Do you see fuel spilt?)



Poor communication can cause longer delays if a tower shows up to a scene not knowing what equipment is needed, which results in additional calls for the proper equipment.



WORKING TOGETHER ON SCENE



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- Identify all the obstacles on scene that need to be overcome
- Gain an understanding of how many vehicles are damaged and need to be towed
- Establish realistic guidelines in terms of duties and clearance time
- Trust the tower as the expert and offer advice and insight when see fit
- Understand each plan the tower and operator have discussed and be proactive
- Communicate safe locations and limit responders to avoid secondary accidents when working on incident clearance

