TABLE OF CONTENTS

Operation of a Rotational System For Summoning Wreckers

Definitions 29-23a- 1
Equipment requirements 29-23a- 2
Rotational system for summoning wreckers 29-23a- 3
Placement on rotational lists 29-23a- 4
Performance standards 29-23a- 5
Qualification of drivers 29-23a- 6
Operation of the system 29-23a- 7
Emergencies 29-23a- 8
Responsibilities of wrecker operators 29-23a- 9
Discharge from a scene 29-23a-10
Additional equipment at the scene. 29-23a-11
On-site repairs 29-23a-12
Troop procedures for summoning wreckers. 29-23a-13
Unsatisfactory service 29-23a-14
Waiver 29-23a-15
Removal from list 29-23a-16
Hearings 29-23a-17

Operation of a Rotational System For Summoning Wreckers

Sec. 29-23a-1. Definitions

As used in Sections 29-23a-1 to 29-23a-17, inclusive:

(1) "GVWR" means gross vehicle weight rating;

(2) "Light-duty service wrecker operator" means a wrecker operator with a wrecker of 11,000 pounds or greater GVWR and a one-car carrier of 14,500 pounds or greater GVWR;

(3) "Heavy-duty service wrecker operator" means a wrecker operator with two wreckers of 31,000 pounds or greater GVWR and boom capacity of 25 tons and 20 tons, respectively;

(4) "Heavy-duty-recovery service wrecker operator" means a wrecker operator with two commercially manufactured, heavy-duty hydraulic recovery wreckers, with boom capacities of a total combined rating of 50 tons, intended to service vehicles of 26,001 pounds or greater GVWR, which may include a rotator;

(5) "Rotator" means a wrecker/recovery vehicle consisting of a rotating superstructure (center post or turntable), adjusting boom, operating machinery, and one or more operator's stations mounted on a frame attached to a truck chassis. Such vehicle has the ability to lift, lower and swing loads at various radii; and

(6) "Wrecker operator" means a wrecker operator participating in the rotational system established by Sections 29-23a-1 to 29-23a-17, inclusive.

(Adopted effective April 30, 1999; amended December 18, 2003)

Sec. 29-23a-2. Equipment requirements

(a) A wrecker of the type referred to in subdivision (2) of Section 29-23a-1 shall be equipped with a single winch and wheel lift. Such winch shall have a minimum capacity of 8,000 pounds.

(b) In addition to the requirements set forth in subdivision (3) of Section 29-23a-1, a heavy-duty service wrecker operator shall have available at least one wrecker with an under-reach axle lift. Such wrecker shall be capable of towing a loaded tractor-trailer unit. This requirement may be satisfied by a third dedicated underlift vehicle without a boom.

(c) In addition to the requirements set forth in subdivision (4) of section 29-23a-1, the smallest wrecker available to a heavy-duty-recovery service wrecker operator shall have a 20-ton boom rating and a GVWR of at least 31,000 pounds. One of the two wreckers maintained by such wrecker operator shall have an underlift capable of towing a loaded tractor and trailer combination weighing at least 80,000 pounds. The other wrecker maintained by such wrecker operator shall have a tandem axle with a GVWR of at least 48,000 pounds.

(d) A wrecker operator shall not tow a motor vehicle if the load the towed vehicle places on the wrecker boom assembly exceeds the wrecker's rated boom capacity, or if the weight of the wrecker and the load exceeds the maximum weight rating of the wrecker's axle assemblies as set forth in subsection (b) of Section 14-267a of the Connecticut General Statutes.

(e) Any wrecker operator placed on a heavy-duty-recovery service wrecker operator rotational list shall not be required to comply with section 29-23a-1(4) and subsection (c) of this section until January 1, 2006.

(Adopted effective April 30, 1999; amended December 18, 2003)

Sec. 29-23a-3. Rotational system for summoning wreckers

(a) State police troop commanders shall prepare separate rotational lists for light-duty, heavy-duty, and heavy-duty-recovery service wrecker operators for each

municipality within the geographical area covered by each state police troop. If there is no wrecker service within municipal borders, the troop commander shall establish a rotational list of wrecker operators from adjoining municipalities.

(b) A heavy-duty-recovery service wrecker operator shall respond to all accidents reported to state police on state-police patrolled highways involving a vehicle with a GVWR of 26,001 pounds or greater.

(Adopted effective April 30, 1999; amended December 18, 2003)

Sec. 29-23a-4. Placement on rotational lists

(a) A wrecker operator seeking placement on any rotational list shall apply to the troop commander of the state police troop whose jurisdiction includes the municipality where the wrecker operator's business is located.

(b) A wrecker operator may hold only as many places on a rotational list as it has locations licensed by the Commissioner of Motor Vehicles under authority of sections 14-51 to 14-65j, inclusive, of the Connecticut General Statutes, and Sections 14-63-1 to 14-63-49, inclusive, of the Regulations of Connecticut State Agencies.

(c) The state police troop commander or his or her designee shall confirm that each wrecker operator is able to provide prompt and efficient service and meets all requirements of sections 14-12(h), 14-51 to 14-65j, inclusive, and 14-66 of the Connecticut General Statutes, and Sections 14-63-1 to 14-63-49, inclusive, of the Regulations of Connecticut State Agencies, which pertain to vehicle safety and mechanical standards, dealer/repairer licensing and wrecker licensing.

(d) A wrecker operator shall agree to and comply with the following operational requirements as a condition of placement on a rotational list for a specific municipality:

(1) The wrecker operator shall rent or own a location licensed by the Commissioner of Motor Vehicles within the specific municipality for which placement on a rotational list is sought, and the miniumum number of wreckers required by sections 29-23a-1 and 29-23a-2 of the Regulations of Connecticut State Agencies shall be registered to and stored at such location;

(2) Unless use of a wrecker registered at a location in another municipality is approved by the state police troop commander of the municipality where a call for service originated or his or her designee, or there is no rotational list for the municipality from which a call for service originated, the wrecker operator shall respond to a call for service with a wrecker registered to and stored at a location in the municipality where the call for service originated and not with a wrecker registered to or stored at a location in another municipality; and

(3) The wrecker operator shall store vehicles from such municipality at a storage location approved by the state police troop commander of such municipality or his or her designee, unless the approved location is at full capacity. If the approved location is at full capacity, the wrecker operator may store vehicles in another location licensed by the Commissioner of Motor Vehicles, provided that there is no additional charge to the vehicle owner.

(Adopted effective April 30, 1999; amended March 31, 2009)

Sec. 29-23a-5. Performance standards

Except as provided in this section, wrecker operators shall be available 24 hours per day, seven days per week, and shall respond to calls for service on limited-access highways no later than 20 minutes after notification by state police, 30 minutes in all other locations. Where traffic conditions warrant, required response times may be reduced at the discretion of the state police troop supervisor on duty

or his or her designee. Where a shorter response time is required, the wrecker operator shall be so advised when notified of the call for service. Support items provided by a heavy-duty-recovery service wrecker operator shall respond to a call for service within a period of time determined to be reasonable by a state police troop supervisor on duty or his or her designee, taking into account the equipment needed, time of day, traffic volume, weather conditions and such other factors as he or she deems to be appropriate.

(Adopted effective April 30, 1999; amended December 18, 2003)

Sec. 29-23a-6. Qualification of drivers

(a) Six months after the effective date of Sections 29-23a-1 to 29-23a-17, inclusive, drivers for wrecker operators participating in the state police rotational system shall successfully complete the National Driver Certification Program of the Towing and Recovery Association of America or a certification program approved by the Commissioner of Public Safety. Thereafter, drivers shall be certified in accordance with the provisions of this section six months after they begin work for a wrecker operator participating in the state police rotational system. Drivers who can demonstrate that they have at least 10 years of experience operating wreckers need not be certified. Applicants may prove that they have the requisite experience by providing the Commissioner of Public Safety with an employment history.

(b) A heavy-duty-recovery service wrecker operator shall employ at least one driver with heavy-duty-recovery advanced level training and certification by the Towing and Recovery Association of Connecticut, and one driver with no fewer than five years of experience in heavy-duty-recovery operations. Written proof of training and certification or employment history shall be provided to the Commissioner of Public Safety.

(Adopted effective April 30, 1999; amended December 18, 2003)

Sec. 29-23a-7. Operation of the system

(a) The state police troop supervisor on duty or his or her designee shall use rotational lists to arrange the towing or transportation of disabled motor vehicles if the vehicle owner or operator is incapacitated, unavailable or leaves the procurement of wrecker service to the trooper at the scene.

(b) If the vehicle owner or operator is present and able to respond, the trooper shall inquire whether he or she wishes to choose a wrecker service. If he or she wishes to do so, the troop shall notify the wrecker operator selected, except as set forth in subsection (c) of this section.

(c) If the wrecker operator chosen in accordance with subsection (b) of this section cannot be contacted, or is unable or unwilling to respond within the response times set forth in Section 29-23a-5, the next available wrecker operator on the rotational list for the type of towing operation required shall be summoned to the scene to provide service.

(Adopted effective April 30, 1999)

Sec. 29-23a-8. Emergencies

(a) In the event of emergency, the state police troop supervisor on duty or his or her designee shall determine the most expeditious method of obtaining wrecker service. In making such determination, consideration may be given to weather conditions, traffic density and speed, the number of other calls for police services and the availability of police personnel.

(b) If a wrecker operator is summoned out of rotational sequence due to an emergency, the wrecker operator summoned shall be considered to have received its next rotational call.

(Adopted effective April 30, 1999)

Sec. 29-23a-9. Responsibilities of wrecker operators

(a) All wrecker operators shall meet the response times set forth in Section 29-23a-5. The wrecker operator receiving the call for service shall perform the required service. The call for service may not be delegated to another wrecker operator.

(b) Wrecker operators shall promptly and efficiently remove from the roadway designated vehicles, associated debris and spills of fluids used in vehicle operations, such as gasoline, oil or antifreeze. Vehicles shall be removed to the wrecker operator's place of business, an alternate storage location approved by the Commissioner of Motor Vehicles, a location requested by the vehicle owner or operator, or a facility under state police control in furtherance of a criminal investigation. Debris shall be removed to the wrecker operator's place of business, unless directed otherwise by state police, or employees of the Connecticut Departments of Environmental Protection or Transportation.

(c) The wrecker operator shall follow the directives of the trooper or fire officer at the scene and obtain the approval of the trooper at the scene prior to departing from the scene of the call for service. The trooper at the scene shall confirm that the roadway has been substantially cleared of all debris prior to releasing the wrecker operator from the scene.

(d) The wrecker operator shall be responsible for safe removal of the vehicle, its contents and occupants, except where an occupant cannot be legally transported, an arrest has been made or where other arrangements have been made for transportation of occupants. Where the wrecker operator cannot transport all vehicle occupants because of occupancy limitations in the wrecker, the trooper at the scene may assist in providing transportation. Where the trooper at the scene cannot assist in providing transportation, the state police troop supervisor on duty or his or her designee shall make such arrangements as are necessary to safely remove vehicle occupants from the roadway. In order to minimize the likelihood that the wrecker operator cannot transport vehicle occupants because of occupancy limitations, the wrecker operator shall not respond with passengers to a call for service.

(e) The wrecker operator shall provide the troop with a telephone number allowing contact on a 24-hour, seven-day-per-week basis. No more than one such number each for normal duty hours and other than normal duty hours shall be accepted by the troop.

(f) A wrecker operator shall notify the appropriate troop before responding to a request for service not transmitted by state police, if such call causes the wrecker operator to perform the service on a road under state police jurisdiction.

(g) A wrecker operator shall notify the troop whenever a vehicle is removed from the highway pursuant to a rotational call for service, if there is no trooper at the scene at the time the vehicle is to be removed from the highway.

(h) In addition to the equipment required by section 14-66 of the Connecticut General Statutes, a light-duty service wrecker operator responding to a scene shall be equipped with communications equipment, such as a two-way radio or wireless telephone, a second rear spot light, three triangle reflectors and shovels, brooms and any other equipment necessary to clear the roadway of debris.

(i) In addition to the equipment required by section 14-66 of the Connecticut General Statutes, a heavy-duty service wrecker operator responding to a call for

service shall be equipped with communications equipment, such as a two-way radio or wireless telephone, a second rear spot light, a total of 10 flares, 10 triangle reflectors, two shovels (one round, one square), one heavy-duty push broom, two pry bars, one bolt cutter, 10 large T-bolts and shut off fittings for buses. Heavy-duty service wrecker operators shall also be capable of providing air to the towed vehicle to facilitate brake system operation.

(j) In addition to the equipment required by section 14-66 of the Connecticut General Statutes, a heavy-duty-recovery service wrecker operator shall have available communications equipment, such as a two-way radio or wireless telephone, and 12 support items or services as follows:

(1) air cushions;
(2) rotator/crane;
(3) low-bed trailer;
(4) box trailer (with dock plate or pallet jack);
(5) forklift or bobcat;
(6) payloader or backhoe;
(7) service truck (complete with air compressor, generator and auxiliary tools);
(8) generator and portable lighting system;
(9) dump truck or roll-off container dumpster;
(10) tractor;
(11) dolly converter; and
(12) four laborers.

(k) of the first 11 support items referenced in subsection (j) of this section, at least six shall be provided directly by the heavy-duty-recovery service wrecker operator. The remainder may be provided by another business entity, pursuant to written agreement between the heavy-duty-recovery service wrecker operator and such business entity, provided that the items or services shall be available to the heavy-duty-recovery service wrecker operator 24 hours per day, seven days per week, 365 days per year. The heavy-duty-recovery service wrecker operator shall have available at all times the identity, address of principal place of business and telephone numbers of the business entity providing the support items or services. The requirement of four laborers shall be provided by the heavy-duty-recovery service wrecker operator, not by another business entity. A heavy-duty recovery service wrecker operator with multiple business locations need not separately provide support items for each location, provided that the same person, firm or corporation holds the license issued pursuant to section 14-66 of the Connecticut General Statutes for each location.

(*l*) Vehicle storage facilities shall be used and maintained in accordance with section 14-66 of the Connecticut General Statutes and Sections 14-63-34 to 14-63-37b, inclusive, of the Regulations of Connecticut State Agencies.

(m) A heavy-duty-recovery service wrecker operator shall participate in the fuel saddle tank recovery project of the state Departments of Transportation and Environmental Protection.

(Adopted effective April 30, 1999; amended December 18, 2003)

Sec. 29-23a-10. Discharge from a scene

(a) Whenever the trooper at the scene finds that the wrecker operator is incapable of safe removal of the vehicle, or that the actions of the wrecker operator are a hazard to any person or property, he or she may order that the wrecker operator leave the scene.

(b) Whenever a wrecker operator is ordered from the scene, the trooper who took such action shall submit a written report to the troop commander regarding the circumstances of the incident and the reasons for discharge of the wrecker operator from the scene.

(Adopted effective April 30, 1999)

Sec. 29-23a-11. Additional equipment at the scene

When the wrecker operator at the scene of a call for service determines that additional equipment is necessary to effectuate removal of the vehicle, the wrecker operator shall inform the trooper at the scene that additional equipment is necessary. If the wrecker operator cannot obtain the necessary equipment within a reasonable time of such notification, then the trooper at the scene shall inform the state police troop supervisor on duty or his or her designee of the additional equipment requirements. Such equipment then may be obtained from the nearest known provider able to furnish the equipment requested. The provisions of this section shall not relieve a wrecker operator of the obligation to respond to a call for service with the equipment required by subsections (h) or (i) of Section 29-23a-9.

(Adopted effective April 30, 1999)

Sec. 29-23a-12. On-site repairs

The trooper at the scene of a call for service may request that the wrecker operator provide on-site repairs including, but not limited to, starting the vehicle's ignition or changing a tire. The wrecker operator may refuse to perform such repairs if he or she reasonably believes that remaining at the site is likely to result in unnecessary risk of physical harm or property damage.

(Adopted effective April 30, 1999)

Sec. 29-23a-13. Troop procedures for summoning wreckers

(a) The state police troop supervisor on duty or his or her designee shall contact wrecker operators by telephone in accordance with the requirements of this section. If there is no answer after 10 rings, or the person placing the call encounters a busy signal, the number shall be dialed a second time to ensure that it is correct. If there is no answer a second time, the call shall be logged and the next wrecker operator on the rotational list shall be contacted. In the event of a busy signal, the state police troop supervisor on duty or his or her designee shall attempt to reach the wrecker operator two more times after the initial call before contacting the next wrecker operator on the rotational list. If the state police troop supervisor on duty or his or her designee placing the call reaches an answering service, answering machine or pager system, he or she shall leave a message. Where traffic conditions require a more immediate response, the state police troop supervisor on duty or his or her designee may contact the next wrecker operator on the list after the first call is met with a busy signal, answering service, answering machine or pager system. Any wrecker operator that cannot be reached when contacted shall be placed at the end of the rotational list.

(b) It shall be the responsibility of the wrecker operator to contact the troop and confirm receipt of a call for service received by an answering service, answering machine or pager system. If the wrecker operator does not confirm receipt of the call for service within 10 minutes of notification by state police, or sooner if traffic conditions warrant, the state police troop supervisor on duty or his or her designee may treat the call as if there had been no answer. Where traffic conditions make it impracticable to wait 10 minutes, the wrecker operator who cannot be reached in

a timely manner because of the use of an answering service, answering machine or pager system shall be placed at the end of the rotational list.
(Adopted effective April 30, 1999)

Sec. 29-23a-14. Unsatisfactory service

The trooper at the scene of a call for service who observes unsatisfactory service by a wrecker operator shall file a written report of such unsatisfactory service with the troop commander.
(Adopted effective April 30, 1999)

Sec. 29-23a-15. Waiver

The Commissioner of Public Safety shall grant variations or exemptions from, or approve equivalent or alternate compliance with, Sections 29-23a-1 to 29-23a-17, inclusive, where strict compliance with such provisions would entail practical difficulty or unnecessary hardship or is otherwise adjudged unwarranted, provided any such variation, exemption, approved equivalent or alternate compliance shall, in the opinion of the Commissioner of Public Safety, secure the public safety.
(Adopted effective April 30, 1999)

Sec. 29-23a-16. Removal from list

(a) A wrecker operator may be removed from one or more rotational lists for failing to meet the requirements of Sections 29-23a-1 to 29-23a-17, inclusive, or for violating any statute or regulation concerning the operation of a motor vehicle repair, towing, or storage facility, or any statute or regulation concerning the operation of a motor vehicle. A wrecker operator may also be removed from one or more rotational lists if the wrecker operator, or one or more of its employees, poses a threat to public safety.

(b) Before a wrecker operator may be removed from a rotational list, the state police troop commander responsible for such list shall forward to a hearing officer designated by the Commissioner of Public Safety to conduct removal proceedings, a written complaint specifying the reasons that removal is sought. Removal proceedings shall be conducted as required by Section 29-23a-17.
(Adopted effective April 30, 1999; amended December 18, 2003)

Sec. 29-23a-17. Hearings

Proceedings to remove a wrecker operator from any rotational list shall be conducted in accordance with the requirements of Chapter 54 of the Connecticut General Statutes, the Uniform Administrative Procedure Act, and the regulations of the Department of Public Safety concerning hearings, Sections 29-2-1 to 29-2-10, inclusive.
(Adopted effective April 30, 1999)