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Regulating towing services in South Carolina

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Download date	2024-09-29 00:23:25
Link to Item	http://hdl.handle.net/10827/6587

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Regulating Towing Services in South Carolina

Leroy Taylor

South Carolina Highway Patrol



Submission Date 1/30/08

Problem Statement:

The mission of the South Carolina Department of Public Safety is to protect and save lives through enforcement and education. The Vision for SCDPS is to be recognized as an exemplary law enforcement agency dedicated to providing equitable service supported by progressive leadership, advanced technology, and a philosophy of continuous improvement. The mission of the South Carolina Highway Patrol (a division of SCDPS) is to promote a safe and secure environment for the motoring public through the enforcement of federal and state laws. The Highway Patrol's core values are selfless service, integrity and responsibility.

In order to successfully fulfill the mission of DPS/ SCHP we must gain and maintain the public trust. Daily we must be held accountable as good stewards of authority, responsibility and resources. We must display high levels of integrity through honesty, fairness and ethical behavior.

The Highway Patrol regulates towing services that are potential customers and often viewed from the public as business partners or officials of the state. Often integrity levels, fairness and ethics of wrecker services and tow truck drivers are questioned. The SCHP is responsible for maintaining a rotation list of tow services and calling tow trucks to aid motorists in times of crisis. When motorists (our customers) are not treated with respect and over-charged for services the integrity of the agency is questioned, equitable services are not being provided and, in turn, the vision and mission of the department/ agency are

obstructed. The South Carolina Highway Patrol is not equipped to fully manage and keep a watchful eye after wrecker service businesses. Some administrative problems are identified during the annual inspections but the most harmful problems are discovered after a citizen's complaint. For SCHP misconduct complaints concerning wreckers and tows on a state-wide level are estimated to be more than 15 times per week. Each of the seven Troop are responsible for inspecting wreckers, answering complaints and maintaining the wrecker rotation list. Currently, unless a wrecker service is suspended or removed from the list for infractions of the rules and regulations no statewide records are kept for wrecker complaints.

Wrecker services are used across our state to secure and take possession of citizens (our customers) vehicles when;

- a) They have been involved in a crash.
- b) A custodial arrest is made for a violation.
- c) A vehicle becomes disabled.
- d) A vehicle is damaged by fire.
- .e) The driver becomes ill to the point that they are unable to drive.
- f) A vehicle has been abandon

Data Collection:

The goal of data collecting is to identify other approaches for regulating towing services and to determine how many other law enforcement agencies are using the same process as SCHP. Written surveys were generated and completed by law enforcement

agencies from other states, local cities and counties. This method was used to determine how many were using the same process, to determine if the same problems exist and to determine what, if anything, could be changed with the current process. The data will also show the number of man hours used each year October through December on wrecker inspections. Finally, the data will show the number of man hours spent on wrecker complaints concerning prices and fees.

Data Analysis:

A consistent pattern and trend was identified in the data collected. (See Appendix A for a sample of the survey). After reviewing the surveys and conducting phone interviews it was determined that the majority of the in state agencies were using the same process as SCHK and the same problems exist. Of the (8) eight other state agencies interviewed (7) seven were using a similar wrecker rotation process as SCHK. Three of the (8) eight in-state jurisdictions modeled their plans after SCHK current wrecker rotation process and often look to SCHK for guidance and clarity on the current rules and regulations. One (1) of the eight (Myrtle Beach) used a contract bid process and records fewer complaints from those using the rotation system. Complaints are less than one per month and on average less than 6 per year. Under the bid process fees are locked in on a five-year contract. With the locked in fees, no man hours are recorded for answering or following up on complaints concerning price gauging. There is an annual inspection, however man hours are at a minimum considering the city does not accept everyone that applies. Currently the South Carolina Highway Patrol accepts all that apply once

inspected for compliance. For the entire city of Myrtle Beach one wrecker service is selected for (5) five years through a contract bid process.

The use of a wrecker service within the city of Myrtle Beach is a flat \$85.00, \$18.00 per day storage with an additional \$35.00 for dollies if needed. The average tow in the midlands of South Carolina starts at \$125.00 for violations, \$150.00 for collisions with \$21.00 per day storage. In the upstate of South Carolina a regular tow on average for violations and collisions starts around \$200.00 to \$225.00 with \$25.00 per day storage.

There are written guidelines given to tow services stating the fees for a normal tow and storage. After interviewing other Highway Patrol or State Police officials, I determined that our state prices and fees are the number one reason for complaints and, on average, account for 95% of complaints. Stolen or lost of property and damage to customer's vehicles account for a small percent of the complaints received on wreckers.

The South Carolina Highway Patrol is broken down into seven enforcement Troops, within the Troops are Post. All seven troops are conducting wrecker inspections October through December for the new rotation list to be generated in January. Others may apply throughout the year and require inspections. The recorded man hours, spent on wrecker inspections are from October through December and do not depict periodic inspections during other times of the year. Under the current process wrecker services begin applying in October to be placed on the rotation for the up-coming year and, by policy, must be inspected prior to being placed on the rotation list. Wrecker Services are inspected by supervisory personnel and managed by a Troop Lieutenant under the direction of the Troop Commander.

In the mid-state (Troop One) and up-state (Troop Three) October through November is football season and supervisory personnel are tasked with managing game day traffic at The Universities of Clemson and South Carolina. In addition, fall leads into the Holiday season with heavy travel days beginning with Thanksgivings through Christmas and finishing up with the New Year. This creates a strain on getting every Wrecker Service that applies for the rotation list inspected and placed on the rotation list by January 1st. (See Appendix C)

Eight southeastern states were contacted and seven of the eight responded. All seven states currently use a rotation list similar to South Carolinas. The only jurisdiction (Myrtle Beach Police Department) that currently uses a five year "contract bid process" reports none of the mentioned problems associated with the wrecker rotation process, in fact it was quoted to be "ideal and a positive process for the department". See Appendix F for quick reference on the number of wrecker services and the number of man hours spent on wrecker inspections in each Troop from October through December.

Troop One- An average of 6 man hours are spent on complaints weekly. Of the six complaints received prices and fees are the number one cause for complaints.

The Highway Patrol Troop One, is made up of (4) four Post and within the post are (6) six counties within the counties are wrecker zones.

a) Post A- Clarendon/ Sumter

b) Post B- Kershaw/ Lee

c) Post C- Lexington

d) Post D- Richland

- There are a total of 36 wreckers on rotation in Post A and the responsibility of wrecker inspections are shared between the First Sergeant and Sergeant with a total of 72 man hours. The rotation in Clarendon County rotates on an average of (2) two or less times within a week. The rotation in Sumter County rotates on an average of (2) two times within a week.
- There are a total of 17 wreckers on rotation in Post B and the responsibility of wrecker inspections are shared between the First Sergeant and Sergeant with a total of 34 man hours. The rotation in Kershaw County rotates on an average of (2) two times within a week. The rotation in Lee County rotates on an average of (1) or less times within a week.
- There are a total of 46 wreckers on rotation in Lexington and the responsibility of wrecker inspections are shared between the two
- Sergeants with a total of 92 man hours. Lexington County is broken down by wrecker zones and the rotation varies, the listed time frames are based on a weekly rotation.

1. Batesburg/ Leesville (2) two times.
 2. Cayce/ West Columbia (3) three times.
 3. Gaston/ Swansea (2) times
 4. Irmo 10 times
 5. Lexington (3) times
- There are a total of 36 wreckers in Richland County and the responsibility of wrecker inspections are shared between the two Sergeants with a total of 72 man hours. Richland County is broken down by wrecker zones and the rotation varies, the listed time frames are based on a weekly rotation.
1. Chapin Area (1) time
 2. Zone 1 (4) four times.
 3. Zone 2 (3) three times
 4. Zone 3 (3) three times
 5. Zone 4 (2) two times
 6. Zone 5 (2) two times

Troop Two- An average of 3 man hours are spent on complaints weekly. Of the three complaints received prices and fees are the number one cause for complaints.

The Highway Patrol Troop Two, is made up of (4) four Posts and within the post are (7) seven counties.

e) Post A- Newberry/ Laurens

f) Post B- Abbeville/ Greenwood

g) Post C- Edgefield/ McCormick/ Saluda

- There are a total of 27 wreckers on rotation in Post A and the responsibilities for wrecker inspections are shared between the First Sergeant and Sergeant and Sergeant with a total of 54 man hours. The rotation in Newberry County rotates on an average of (3) three times within a week. The wrecker rotation in Laurens County rotates on an average of (3) three times within a week.
- There are a total of 18 wreckers on rotation in Post B and the responsibility of wrecker inspections are shared between the First Sergeant and Sergeant with a total of 36 man hours. The rotation in Greenwood County rotates on an average of (3) three times within a week. The rotation in Abbeville County rotates on an average of (3) three times within a week.
- There are a total of 14 wreckers on rotation in Post C and the responsibility of wrecker inspections are shared between the First Sergeant and Sergeant with a total of 28 man hours. The rotation in Edgefield County rotates on an average of (3) three times within a week. The rotation in McCormick County rotates on an average of (3) three times within a week. The rotation in Saluda County rotates on an average of (3) three times within a week

Troop Three- An average of 6 man hours are spent on complaints weekly. Of the complaints received prices and fees are the number one cause for complaints.

The Highway Patrol Troop Three, is made up of (4) four Posts and within the posts are (5) five counties and within the counties are wrecker zones.

- h) Post A- Anderson
- i) Post B- Pickens/Oconee
- j) Post C- Greenville
- k) Post D- Spartanburg

- There are a total of 50 wreckers on rotation in Post A and the responsibility of wrecker inspections are shared between the First Sergeant and the Sergeant with a total of 160 man hours. The rotation in Anderson County is broken down into zones and all zones rotate on an average of (1) one to (2) two times within a week.
- There are a total of 26 wreckers on rotation in Post B and the responsibility of wrecker inspections are shared between the First Sergeant and Sergeant with a total of 78 man hours. The rotation in Pickens County rotates on an average of (2) two times within a week. The rotation in Oconee County rotates on an average of (1) or less times within a week.
- There are a total of 64 wreckers on rotation in Post C and the responsibility of wrecker inspections are shared between the two Sergeants with a total of 118 man hours. Greenville County is broken down by wrecker zones. All zones rotate on an average of one per week.
- There are a total of 79 wreckers in Post D and the responsibility of wrecker inspections are shared between the two Sergeants with a total of 119 man hours. Spartanburg is broken down by wrecker zones and the rotation varies however, the wreckers rotate on an average of 1.5 times per week.

Troop Four-. An average of 2 man hours is spent on complaints weekly. Of the complaints received prices and fees are the number one cause for complaints.

The Highway Patrol Troop Four, is made up of (4) four Posts and within the posts are (6) six counties within the counties are wrecker zones.

- l) Post A- Cherokee/ Union
- m) Post B- York
- n) Post C- Chester/ Fairfield
- o) Post D- Lancaster/ Chesterfield

- There are a total of 26 wreckers on rotation in Post A and the responsibility of wrecker inspections are shared between the First Sergeant and the Sergeant with a total of 62 man hours. The rotation in Cherokee County rotates on an average of (3) three times within a week. The rotation in Union County rotates on an average of (2) two times per month.
- There are a total of 10 wreckers on rotation in Post B and the responsibility of wrecker inspections are shared between the First Sergeant and Sergeant with a total of 20 man hours. The rotation in York County rotates on an average of (2) two times per month.
- There are a total of 28 wreckers on rotation in Post C and the responsibility of wrecker inspections are shared between the First Sergeant and Sergeant with a total of 56 man hours. Post C is broken down by wrecker zones. In Chester County the rotation averages around (3) three calls per month. Fairfield County the rotation averages around (3) three calls per month.

➤ There are a total of 22 wreckers in Post D and the responsibility of wrecker inspections are shared between the First Sergeant and Sergeant with a total of 44 man hours. Lancaster County is broken down by wrecker zones and the rotation varies. The rotation averages around 3 times per month. Chesterfield County is broken down by wrecker zones and the rotation varies. The rotation averages around 2 times per month.

Troop Five- An average of 2 man hours are spent on wrecker complaints weekly. Of the complaints received prices and fees are the number one cause for complaints.

The Highway Patrol Troop Five, is made up of (4) four Posts and within the posts are (7) seven counties within the counties are wrecker zones.

- p) Post A- Darlington/ Marlboro
- q) Post B- Dillon/ Florence/ Marion
- r) Post C- Georgetown/ Williamsburg
- s) Post D- Horry

➤ There are a total of 27 wreckers on rotation in Post A and the responsibility of wrecker inspections are shared between the First Sergeant and Sergeant with a total of 54 man hours. The rotation in Darlington County rotates on an average of (2) two or less times within a week. The rotation in Marlboro County rotates on an average of (1) one time within a week.

➤ There are a total of 57 wreckers on rotation in Post B and the responsibility of wrecker inspections are shared between the First Sergeant and Sergeant with a total of 114 man hours. The rotation in Dillon County rotates on an average of (2) two

times within a week. The rotation in Florence County rotates on an average of (2) two times within a week.

- There are a total of 32 wreckers on rotation in Post C and the responsibility of wrecker inspections are shared between the First Sergeant and the Sergeant with a total of 64 man hours.
- There are a total of 57 wreckers in Horry County and the responsibility of wrecker inspections are shared between the two Sergeants with a total of 114 man hours. Horry County is broken down by wrecker zones and the rotation varies, on an average the rotation cycle is around 2 calls per week.

Troop Six- An average of 2 man hours is spent on complaints weekly. Of the complaints received prices and fees are the number one cause for complaints. The Highway Patrol Troop Six, is made up of (3) three Posts and within the posts are (6) six counties and within the counties are wrecker zones.

- t) Post A- Berkeley/ Charleston
- u) Post B- Collenton/ Dorchester
- v) Post C- Beaufort/ Jasper

- There are a total of 22 wreckers on rotation in Post A and the responsibility of wrecker inspections are shared between the First Sergeant and Sergeant with a total of 44 man hours. The rotation in Berkeley County rotates on an average of (2) two or less times within a week. The rotation in Charleston County rotates on an average of (2) two times within a week.
- There are a total of 34 wreckers on rotation in Post B and the responsibility of wrecker inspections are shared between the First Sergeant and Sergeant with a total

of 78 man hours. The rotation in Collenton County rotates on an average of (2) two times within a week. The rotation in Dorchester County rotates on an average of (2) two times within a week.

- There are a total of 34 wreckers on rotation in Post C and the responsibility of wrecker inspections are shared between the First Sergeant and the Sergeant with a total of 87 man hours. Beaufort County rotates on an average of (2) two times within a week. Jasper County rotates on an average of (2) two times within a week.

Troop Seven- An average of 3 to 4 wrecker complaints are received in Troop Seven a year and 95% of the complaints are concerning fees. In an interview with Lieutenant C. T. Stephens he made reference to Troop Seven being made up of rural counties with smaller communities with the exception of Aiken County. Fewer complaints are generated when wrecker services have been doing business in the community for years. Lieutenant Stephens could not define an answer for the low complaints number of complaints in Aiken however, he did say once you suspend a service for violating procedures the word gets out.

The Highway Patrol Troop Seven, is made up of (3) three Posts and within the posts are (7) seven counties within the counties are wrecker zones.

- w) Post A- Allendale/ Bamberg/ Barnwell/ Hampton
- x) Post B- Calhoun/ Orangeburg
- y) Post C- Aiken

- There are a total of 17 wreckers on rotation in Post A and the responsibility of wrecker inspections are shared between the First Sergeant and Sergeant with a total of 34 man hours. The rotation in Allendale County rotates on an average of (1) one or less times within a week. The rotation in Bamberg County rotates on an average of (1) one times within a week. The rotation in Barnwell County rotates on an average of (1) one times within a week. The rotation in Hampton County rotates on an average of (1) one times within a week.
- There are a total of 42 wreckers on rotation in Post B and the responsibility of wrecker inspections are shared between the First Sergeant and Sergeant with a total of 84 man hours. The rotation in Calhoun County rotates on an average of (1) one time or less within a week. The rotation in Orangeburg County rotates on an average of (2) two or less times within a week.
- There are a total of 30 wreckers on rotation in Post C and the responsibility of wrecker inspections are shared between the First Sergeant and the Sergeant with a total of 60 man hours. The rotation in Aiken County on average is around (2) two calls per week.

Conclusion Data Analysis:

In the state of South Carolina currently there are a total of 856 wrecker services on the rotation list. Each year on average between October and December a total of 1,769 man hours are spent on wrecker inspections. On a weekly average the wrecker rotation circulates 1 to 2 times in the smaller counties and in the larger counties were calls for service is greater each wrecker rotates between 2 to 4 times per week. Rather than accepting all

wrecker services that apply for the rotation list, the data supports creating an allocation model to reduce the number of wrecker services in each county and by doing so this will reduce the number of man hours spent on wrecker inspections each year. The allocation model could be managed through a bid process. A well managed bid process will reduce or eliminate the number of man hours spent on complaints concerning prices and fees.

Implementation Plan

The following are the; action steps needed to complete the goals (and who performs them):

- a) A planning committee will be appointed by the Deputy Director to compile the new procedures, rules and regulations. The mentioned committee will be made up of representatives from SCDPS Highway with a uniform person with the rank of Captain or above to serve as chairman.
- b) The Planning Committee will complete a comprehensive written plan with a proposal for the guidelines for contract bid process. (The new regulations).
- c) The planning committee will also be tasked with coming up with an allocation model to determine how many tow services will be needed in each county.
- d) The planning committee will write the criteria for the new contract bid process.

- e) The Deputy Director or his designee will notify all stakeholders in writing of the proposed new process and give them an explanation for the change, and offer an opportunity for input.
- f) The Planning Committee will develop a comprehensive plan for the new bid process and upon completion of a draft the Chairman will forward the draft through the chain of command to be forward to SCDPS General Counsel for review.
- g) After review by SCDPS General Counsel the new proposed plan will be sent to the Deputy Director for review and forwarding to the Director for review and approval.
- h) Upon review and approval of the Director the plan will return to the Deputy Director. The Deputy Director will forward the proposed plan to SCDPS Deputy Directors and the Highway Patrol Command Staff for review and input.
- i) The plan will then be forward to General Counsel to be written into policy.
- j) After the plan is written into policy, General Counsel under the direction of the Director or his designee will forward the proposed policy to the State House of Representatives in an attempt to get it to the State Senate to be written in to state law.

- k) Once a True Bill is granted the policy will be sent back to General Counsel for review and clarity.
- l) The new policy will be forwarded to the Director and onto the Deputy Directors for distribution through the chain of command.
- m) The policy will be posted onto the SCDPS Web Site through the SChP Administrative Captain.
- n) Each Wrecker Service on the rotation list at the time will be given a copy of the new law/policy and procedures.
- o) The new process will be discussed at annual in-service training for all SCDPS uniform personnel.
- p) New Wrecker procedure training provided for supervisors.
- q) The Troop Commander will designate a Lieutenant to serve as contact person and care taker of the new process.
- r) The plan will operate as a pilot program for one year from the implementation date.
- s) One county per Troop will be selected to operate under the contract bid process as a pilot program for one year and will be required to submit monthly progress reports.
- t) At the conclusion of the one year pilot program, the progress reports will be reviewed by the original committee and the command staff. After all reviews are completed and all

stakeholders have been give the opportunity for input the new procedures will take affect.

Timeframes and Cost

The planning committee will write a comprehensive report and forward to General Counsel for review no later than six months after appointments are made by the Deputy Director. The estimated timeframe is one year from the date of approval by the director. No anticipated additional cost associated with the department considering, the only cost associated with the current procedures are man hours spent for inspections and complaints. No fees are required for wrecker services to be on the current rotation and none are anticipated for the proposed contract bid process.

Potential obstacles and methods to overcome them

The suggested changes will encounter a great deal of political obstacles as legislation will have to change. Current wrecker service owners will be a major obstacle and it will generate political attention. The South Carolina Towing Association will be a potential obstacle. The obstacle of change will require a new mind set considering SCHP has not operated under a bid process in the past and only one local Law Enforcement Agency interviewed use a bid process rather than the currently used rotation.

Methods to overcome the obstacles

The most important information requiring communication relates to the man hours spent on the current process, the number of complaints generated because of current fees and effects of continuing the same process. We must be able to show how customer service will improve and how the change fits with the department's vision, goals and objectives. Involving insurance companies in the process and garnering their support will be important as well. Partnering with local law enforcement agencies will also be beneficial. We must be able to show how man hours could be used more proactively towards of mission of providing a secure environment for the motoring public across our state. Allowing input from stakeholders and SCDPS employees should alleviate some concerns. A comprehensive plan on pricing so that prices are uniform across the state could also be a major selling point. A pilot program for one year (the law will have to allow a one year test program) will also demonstrate that the agency is not rushing into a process without testing it first.

Evaluation Method:

A force field analysis will be used to evaluate the solutions. Each Highway Patrol Troop and Post will be required to maintain a contact log for wrecker complaints and log the number of hours spent on inspections. A random Customer survey sent out to motorists to get feedback on the services they received. A data tracking process will be developed for violations of the contract. The pilot program will be fully evaluated after the first year and monthly progress reports will be submitted by each Troop for the first year.

Summary and Recommendations:

Under the current system there are far more negatives than positives. If we are going to gain and maintain the public trust and live up to our core values (Selfless Service, Integrity and Responsibility) we must continue to look at ways to make the current process of regulating wrecker services better and more user friendly to our customers. If we could minimize man hours from dealing with countless complaints and inspections generated by tow services, we could devote more resources to be proactive in promoting a safe and secure environment for the motoring public through education and enforcement of state and federal laws.

After the mentioned committee members are appointed and the allocation model is developed for each county across the state and only those meeting the requirements will be utilized to fulfill the maximum number. The current man hours used on inspections will be reduced, supervisors will be more productive in managing our recourses and proactive in our over all goals and objectives. Getting prices and fees locked in on services render by wrecker services will maintain the public's trust in the agency.

Simply because of the fear of change there will be challenges in implementing the new bid process however, the biggest challenge we face as an agency is to allow the way we conduct business with wrecker services to

continue to run as in the past. We must contact and allow key stakeholders the opportunity to see the need for change and to offer an opportunity for input this will reduce the obstacle of resistant to change. If we are going to manage our resources better and truly be customer oriented we must, at minimum, work towards changing the current process. The data collected on the number of wreckers on rotation now verses the number of times the rotation rolls around surely supports the need to reduce the number of wrecker services on our current rotation list. In some posts it may require the committee to revise or recommend changing some of the current wrecker zones.

Appendix A

Dear Department Head,

I have been tasked with evaluating and reviewing the process on how towing services are regulated in South Carolina by Highway Patrol. In order to fully evaluate our process for effectiveness your assistance is needed and most appreciated.

I respectfully request that you or your designee complete the flowing list of questions and forward this questioner back to my attention at ltaylor@schp.org or you may reply by fax at 803-737-8323.

1. **What law enforcement jurisdiction do you represent?**
A). City B). County C). State

2. **How many towing services do you deal with?**
A). 1 to 10
B). 11 to 20
C). 21 to 40
D). 41 to 50
E). More than 51

3. **Are your towing services regulated by areas or zones?** Yes / No

4. **How are towing services selected?**
A). Rotation B). Bid C). Contract Tow D)Other _____

5. **On an average week how often are towing services needed?**
A). 1 to 10 times B). 11 to 21 times C). 22 to 32 times D). More than 33 times

6. **Based on an average month how many complaints do you receive on towing services?**
A). 1 to 5 B). 5 to 10 C). More than 10 times per month

7. **How are fees regulated?**
A). Fees set by your department
B). Annual bid process
C). Not regulated and are set by the towing services.

D). Other _____

8. What is the average towing fee for a violation tow? _____
What is the average towing fee for a traffic collision? _____
What is the average towing fee for a disabled motorist? _____
What is the average towing fee for abandon vehicles? _____

-
9. Does your department allow owners request for towing? Yes/ No
If so, what is the process? _____

-
10. Are you required to conduct inspections on wrecker services if so, how often do you inspect them? A) Annually B) Quarterly C). Monthly Other _____

11. What is the process on filing a complaint on a towing service and how are complaints handled? _____

-
12. On an average (circle one) (fees, thief of personal belongings, damage to property) represents the highest percentage of complaints on towing services.
Other _____

Does your department have written policy and procedures pertaining to towing within your jurisdiction? If so, for the purpose of my study I respectfully request a copy of your policy/procedures to be sent back with this questionnaire. E-mail (ltaylor@schp.org)

Sincerely,

Captain Leroy Taylor
Troop One Commander
S. C. Highway Patrol
1626 Shop Road
Columbia, S.C. 29201
803-737-8338

Appendix B

Source References

Highway Patrol

Alabama _____
Florida _____
Georgia _____
North Carolina _____
Tennessee _____
Mississippi _____
Virginia State Police _____

County Sheriffs

Greenville _____
Charleston _____
Aiken _____
Horry _____
Spartanburg _____
Richland _____

City Police

Columbia _____
Rockhill _____
Florence _____
Conway _____
Lexington _____
Myrtle Beach _____

Appendix C

Data source from the South Carolina Highway Patrol Wrecker Inspections/ Complaints

SCHP- Troop One –	Captain Leroy Taylor
SCHP- Troop Two-	Captain J. R. Jones
SCHP- Troop Three-	Captain Neal Brown
SCHP- Troop Four-	Captain Marc Wright
SCHP- Troop Five-	Captain Melvin Warren
SCHP- Troop Six-	Captain J. A. Woods
SCHP- Troop Seven-	Captain C. N. Williamson

Appendix D

After completing a force field analysis it was clear that the current process must change if we were to gain and maintain the public's trust.

Consistently, those utilizing the rotation process have the same concerns:

- a) The number of man hours spent on wrecker inspections.
- b) The volume of complaints received concerning fees and price gauging.
- c) The number of man hours required for follow up.
- d) The lengthy process to have a service removed for clear violations of the current policy.
- e) Law Enforcement agents are inappropriately being used as regulatory agents by requiring them to regulate statewide Wreckers Services businesses.
- f) Additional inspections required throughout the year for new services and complaints.
- g) Services dropping the insurance required after being selected for the wrecker rotation.
- h) Not maintaining the proper storage lots and changing physical address without notifying law enforcement officials as required.

Appendix E

Other Law Enforcement Jurisdictions Contacted for interviews

- a) City of Aiken Police Department
- b) City of Columbia Police Department
- c) City of Lexington Police Department
- d) City of Myrtle Beach Police Department
- e) County of Aiken Sheriff's Office
- f) County of Charleston Sheriff's Office
- g) County of Greenville Sheriff's Office
- h) County of Spartanburg Sheriff's Office
- i) Alabama Highway Patrol
- j) Florida Highway Patrol
- k) Georgia Highway Patrol
- l) Louisiana Highway Patrol (no response)
- m) North Carolina Highway Patrol
- n) Mississippi Highway Patrol
- o) Tennessee Highway Patrol
- p) Virginia State Police

Appendix F

SCHP Troop One

Counties	Current Number of Wreckers	Man Hours spent on inspections. October-December
Clarendon	11	22
Kershaw	12	24
Lee	5	10
Lexington	46	92
Richland	36	72
Sumter	25	50
Totals	135	270

SCHP Troop Two

Counties	Current Number of Wreckers	Man Hours spent on inspections. October-December
Abbeville	5	10
Greenwood	13	26
Edgefield	6	12
Laurens	19	38
McCormick	1	2
Newberry	8	16
Saluda	7	14
Totals	59	118

SCHP Troop Three

Counties	Current Number of Wreckers	Man Hours spent on inspections. October- December
Anderson	50	160
Greenville	64	118
Oconee	13	39
Pickens	13	39
Spartanburg	79	119
Totals	219	475

SCHP Troop Four

Counties	Current Number of Wreckers	Man Hours spent on inspections. October- December
Cherokee	20	40
Chester	18	36
Chesterfield	19	38
Fairfield	10	20
Lancaster	3	6
Union	6	12
York	10	20
Totals	76	152

SCHP Troop Five

Counties	Current Number of Wreckers	Man Hours spent on inspections. October- December
Darlington	18	36
Dillon	18	36
Florence	39	78
Georgetown	18	38
Horry	57	114
Marion	15	30
Marlboro	9	18
Williamsburg	14	28
Totals	188	378

SCHP Troop Six

Counties	Current Number of Wreckers	Man Hours spent on inspections. October- December
Beaufort	21	42
Berkeley	16	32
Charleston	6	12
Colleton	16	32
Dorchester	18	36
Jasper	13	26

Totals	90	180
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SCHP Troop Seven

Counties	Current Number of Wreckers	Man Hours spent on inspections. October-December
Aiken	30	60
Allendale	2	4
Bamberg	4	8
Barnwell	6	12
Calhoun	2	4
Hampton	5	10
Orangeburg	40	98
Total	89	196