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SENATE BILL 5207

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State of Washington                      64th Legislature                      2015 Regular Session

By Senators Lias and King

Read first time 01/15/15. Referred to Committee on Transportation.

1            AN ACT Relating to office hours for registered tow truck  
2 operators; and amending RCW 46.55.060.

3 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

4            **Sec. 1.** RCW 46.55.060 and 1989 c 111 s 6 are each amended to  
5 read as follows:

6            (1) The address that the tow truck operator lists on his or her  
7 application shall be the business location of the firm where its  
8 files are kept. Each separate business location requires a separate  
9 registration under this chapter. The application shall also list all  
10 locations of secure areas for vehicle storage and redemption.

11            (2) Before an additional lot may be used for vehicle storage, it  
12 must be inspected and approved by the state patrol. The lot must also  
13 be inspected and approved on an annual basis for continued use.

14            (3) Each business location must have a sign displaying the firm's  
15 name that is readable from the street.

16            (4) At the business locations listed where vehicles may be  
17 redeemed, the registered operator shall post in a conspicuous and  
18 accessible location:

19            (a) All pertinent licenses and permits to operate as a registered  
20 tow truck operator;

1 (b) The current towing and storage charges itemized on a form  
2 approved by the department;

3 (c) The vehicle redemption procedure and rights;

4 (d) Information supplied by the department as to where complaints  
5 regarding either equipment or service are to be directed;

6 (e) Information concerning the acceptance of commercially  
7 reasonable tender as defined in RCW 46.55.120(1)((~~b~~)) (f).

8 (5) The department shall adopt rules concerning fencing and  
9 security requirements of storage areas, which may provide for  
10 modifications or exemptions where needed to achieve compliance with  
11 local zoning laws.

12 (6) On any day when the registered tow truck operator holds the  
13 towing services open for business, the business office shall remain  
14 open with personnel present who are able to release impounded  
15 vehicles in accordance with this chapter and the rules adopted under  
16 it. The normal business hours of a towing service shall be from 8:00  
17 a.m. to 5:00 p.m. on weekdays, excluding Saturdays, Sundays, and  
18 holidays. The business office may be closed for no more than one hour  
19 between the hours of 11:00 a.m. and 1:00 p.m. if a notice is clearly  
20 visible at the door with a telephone number at which personnel can be  
21 reached to return within no more than one-half of an hour to release  
22 an impounded vehicle. If the caller does in fact redeem the vehicle  
23 when the personnel returns to release the vehicle, the accrual of  
24 charges for storage ceases at the time of the call.

25 (7) A registered tow truck operator shall maintain personnel who  
26 can be contacted twenty-four hours a day to release impounded  
27 vehicles within a reasonable time.

28 (8) A registered operator shall provide access to a telephone for  
29 any person redeeming a vehicle, at the time of redemption.

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