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From: Lee Telke <leettelke@yahoo.com>

Sent: Wednesday, July 10, 2019 1:22 PM

To: Sal Sena <sal@senacompanies.com>; Tim Vibert <timvibert@yahoo.com>

Cc: Terri Thompson <tthompson@crcog.org>

Terry

Thank you for the opportunity to discuss some of our towing concerns at the July 10th meeting. We did address our issues regarding notification time, scene supervisor and access to the scene.

The discussion about the placing of a name, for the designated scene supervisor, on the rotational towing card may be helpful. If off hour calls could be routed to owner or managerial personnel the authoritative tow person could make the decisions at the scene that needed to be made.

Faster notification to the towing company is important to make this all work. If the notice to the tow company/scene supervisor was promptly made it would ensure that they were at the scene promptly and that the correct equipment, manpower and clearance/recovery vehicles were dispatched to the scene. In the case of a major incident this equipment could be staged at an up exit and moved to the scene when all personnel and vehicles were assembled. The towing scene manager would coordinate with the incident commander and provide needed updates. This would be extremely important if the cargo of a commercial vehicle had to be off loaded and box trucks, extra men and forklifts and pallets had to be brought to the scene. By reporting at an up exit their movement would not be through miles of traffic creating additional issues. This could also be immensely helpful if the decision by the tow company was that the fuel tanks had to be evacuated prior to any movement or if any other hazmat situation existed. Using a "one-shot" approach to the scene, this way could help to provide faster clearance by getting all the essential equipment to the scene to begin the operation.

The marker plate number is an extremely important item to the tow company, many companies subscribe to a service that will download the vehicle information (no owner info) so the proper equipment could be dispatched in many ordinary tow situations. It is important to know if it is an all-wheel drive, electronic transmission or hybrid vehicle when sending equipment. Possibly DOT or CSP dispatch could provide this at the time of the call.

The suggestion to work more closely with the DOT in scene communication has a lot of merit. If the DOT protocols could include the towing company and there was clear communication for traffic flow, sign boards, guard railings, clean up procedures and other items it would be helpful – for both of us.

We still have issues with loads of perishable foods and their disposal, this falls on the Department of Consumer Protection. When a load is condemned the tow company usually has to bring it to a recycling/waste facility. If it is a load of frozen chicken this can be expensive, if the disposal needs to be certified the cost will increase by a couple of thousand. The tow company cannot pay this bill, DCP needs to step up and cover these costs. We can do the cleanup etc. but cannot pay thousands to dispose of waste and then fight with insurance companies.

The tow companies have worked with Eric Jackson at UCONN in data capture with the CT Crash Program, we would like to be included in the new project to take advantage of trainings and we may be able to offer knowledge of our industry and what affects it.

We did want to bring up the subject of payment for services, there are still many uninsured vehicles of all weight classes on our roads that we tow. If there is a recovery in addition to the tow it is a loss we

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cannot continue to absorb. In the case of a large commercial vehicle the unpaid bill could be in the thousands. The towing company provides the services and they have to be paid for this. Possibly a note to the attendees from FHWA could be made regarding this issue.

Once again thank you for the opportunity to meet and discuss these concerns.