



UNITED STATES MARINE CORPS  
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE  
PSC BOX 20005  
CAMP LEJEUNE NC 28542-0005

MCIEAST-MCB CAMLEJO 5560.3  
SES/PMO  
20 JUN 2012

MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE CAMP LEJEUNE ORDER 5560.3

From: Commanding General  
To: Distribution List

Subj: NON-GOVERNMENT WRECKER REGULATIONS AND RATES FOR MARINE CORPS BASE  
CAMP LEJEUNE AND MARINE CORPS AIR STATION NEW RIVER

Ref: (a) MCO 5580.2B  
(b) BO 5560.2N  
(c) Motor Vehicle Traffic Laws of North Carolina (NOTAL)

Encl: (1) Rotational Wrecker Towing Agreement Form (MCIEAST-MCB  
CAMLEJ/SES/PMO/5560.3/48)

1. Situation. The towing of privately owned vehicles is a daily occurrence aboard Marine Corps Base (MCB) Camp Lejeune and Marine Corps Air Station (MCAS) New River. Many towing services are available in the community. The use of a rotational wrecker service is considered the most cost effective and efficient method of towing vehicles per reference (a).

2. Mission. To provide a secure means for removal of illegally parked, abandoned, or inoperable automobiles, and to protect active duty military personnel, civilians, and family members from unscrupulous wrecker services and towing practices. This Order establishes standards for towing agencies requesting permission to conduct business aboard MCB Camp Lejeune and MCAS New River.

3. Cancellation. BO 5560.3D.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commanders Intent. Strict adherence to the standards established in this Order and prescribed in references (a) through (c) shall be maintained to ensure the safety of our community and the equitable treatment of qualifying businesses on the Rotational Wrecker List.

(2) Concept of Operations. The focus of effort is to ensure that all rotational wrecker services operating aboard MCB Camp Lejeune and MCAS New River have appropriate background checks, maintain specified capabilities, and assess fees based upon this Order.

b. Subordinate Element Missions

(1) On-Scene Accident Investigator shall:

(a) Ascertain from owners or drivers of the vehicles involved if they desire any particular towing firm to remove their vehicles from the

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scene. The accident investigator will make every effort to have the requested towing firm remove the vehicle. Wreckers at the scene who are not called by the Military Police Desk or the E911 Communication Center will not be permitted to tow a wrecked vehicle unless the Accident Investigator determines that an emergency exists or that the vehicles must be removed immediately to relieve traffic congestion to prevent more accidents.

(b) Advise the Military Police Desk or the E911 Communication Center to place the call for assistance using the next wrecker firm on the Rotational Wrecker List if the owner or driver does not have a preference. If an emergency, the Accident Investigator will use the nearest wrecker firm regardless of the position on the Rotational Wrecker List. A note will be made in the Computer Aided Dispatch System as to the circumstances. However, care should be given to use the Rotational Wrecker List.

(c) Ensure any injured owner(s) or driver(s) is informed of which wrecker firm removed their vehicles from the scene. The on-scene investigator will also ensure the wrecker firm clears the accident scene of all debris and glass fragments.

(2) The 911 Communications Center shall make a log entry of the time, date, location of the accident, wrecker service requested, and estimated time the wrecker will arrive.

(3) Provost Marshal shall:

(a) Place a towing firm on Rotational Wrecker List when a petitioning firm has met the criteria established by this Order.

(b) Enforce this Order through the use of safety inspections and the maintenance and use of the Rotational Wrecker List.

(c) Assign an Accident Investigative Division or Impound representative to work with the E911 Communication Center to administer the Rotational Wrecker List and to supervise the maintenance of Rotational Wrecker records and files.

(d) Provide information copies to the Command Inspector of all adverse material of any nature regarding towing firms.

(e) Ensure wreckers are called to the scene of an accident on a rotational basis by the E911 Communication Center.

(f) Call only those towing firms that have executed an agreement with MCB Camp Lejeune and MCAS New River unless the Provost Marshal, Deputy Provost Marshal, or Watch Supervisor determines that an emergency exists and/or all other wreckers are unavailable.

(g) Remove from the list the name of any towing firm that fails to comply with any of the provisions hereof, or gives any false information on the application or agreement, or fails to cooperate while rendering service, or for any justifiable cause.

(h) Ensure that all nongovernment auto-wrecker operators submit the proper background checks and are found qualified to operate aboard the Installations accordingly.

(i) Ensure approved towing firms and all operators applying for approval are properly entered into the Consolidated Law Enforcement

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Operations Center system and that approved towing firms are issued the appropriate MCB Camp Lejeune and MCAS New River decal.

(4) The Installation Command Inspector General shall hear all appeals concerning denial of an application and removal from the Rotational Wrecker List.

(5) Traffic Court Judge shall:

(a) Take appropriate action on all traffic citations issued to wrecker drivers per reference (a).

(b) Provide PMO with a copy of such action.

(c) Refer serious violations to the Staff Judge Advocate, Special Assistant U.S. Attorney, for appropriate adjudication in the U.S. Magistrate Court.

c. Coordinating Instructions

(1) Non-government Auto-wrecker Operators shall:

(a) Be required to have a 50 state background check conducted at the Onslow County Courthouse and at PMO Administration Section, Building 3. The background check will not be more than 30 days old. Any convicted felon will not be qualified as an authorized driver. Revocation or suspension of state driving privileges will disqualify a previously authorized driver. Active persona non grata will also disqualify an individual as an authorized driver.

(b) Be required to possess the appropriate class of license.

(c) Be responsible for clearing debris on the roadways from accident scenes. This not only means large obstacles, but also glass and small fragments. Failure to comply will result in removal from the Wrecker Rotational List and denial of future access to the installation.

(2) Failure to accept and/or adhere to this Order will result in the towing company's privileges being revoked.

(3) All towing companies that have not executed an agreement with MCB Camp Lejeune or MCAS New River will be required to obtain a Visitor Pass from the Visitor's Center each and everytime prior to entering the Installations. All towing companies having executed an agreement will have the appropriate MCB Camp Lejeune decal affixed to their wrecker's windshields.

(4) All towing companies desiring placement on the MCB Camp Lejeune Rotational Wrecker List and access to MCB Camp Lejeune and MCAS New River will complete enclosure (1), a written agreement with the Commanders, and present it to the Provost Marshal Office (PMO), Impound Lot Section, MCB Camp Lejeune, in duplicate.

(5) All wreckers owned by firms or persons seeking to do business on MCB Camp Lejeune and MCAS New River must be in compliance with North Carolina law and equipped with the following per reference (c):

(a) Brakes

1. Hand Brake (Electric Brake Lock)

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2. Foot Brake
3. Hydraulic Brake
4. Air Brake

(b) Lights

(c) Mirrors

(6) Each wrecker used by the applicant must have a minimum of 5,000 pounds in capacity and be equipped with the following service equipment, each of which will be specially designed for the purpose of assisting at an accident scene:

(a) Broom

(b) Bolt Cutters

(c) Winch Cables (one spool of at least 200 feet in length and 3/8 inches or more in diameter)

(d) Two Snatch Blocks

(e) Fire Extinguisher

(f) Power-Take-Off (10-ton pulling capacity)

(g) Shovel

(h) Wrecker Bar (Crowbar) or Auto Power Machine

(i) Wrecker Booms (two-three points of suspension)

(k) Dollies for transporting vehicles with severe damage

(j) Two Scotch Blocks

(7) In general, applicants must ensure they have equipment capable of towing an automobile or truck from the roadways or other public areas upon request of PMO. All wreckers must be kept in good working condition and meet the minimum safety requirements, not only as specified in this Order, but in all applicable sections of reference (c).

(8) The applicant shall agree to permit periodic inspections by the Provost Marshal or his designee to ensure that all criteria of this Order are met:

(a) All persons, firms, or towing businesses will apply for contractors passes to include firms who are acting as an American Automobile Association services provider or providing towing services at the Military Police Impound Lot located on Parachute Tower Road.

(b) It is the towing firm's responsibility to provide a copy and to notify the Provost Marshal or his designee of any changes in insurance coverage.

(c) The applicant shall assume all liability and will save the U.S. Government from any liability for damages sustained by vehicles while being towed or stored. For all personal injuries occurring to any of the applicants, their employees, or other persons, they will maintain sufficient

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liability insurance to cover damage, personal injury, or loss of property while the vehicles are in the custody of the applicant's firm.

(d) No dealer's license plate may be displayed on the wrecker.

(e) All wreckers must have the name and telephone number of the towing service (applicant) clearly printed on both sides of the wrecker.

(f) An applicant who refuses a call or fails to respond to pick up vehicles when called may be removed from the Rotation List or denied access to the Installations.

(g) No speed limit may be violated. Wreckers must be at the scene within 45 minutes from the time called; if not, the next wrecker service on the Rotational Wrecker List will be requested. The towing firm who fails to respond will be placed at the bottom of the list. After two missed calls without a viable explanation, will cause the firm in question to be removed from the Rotation List and denied access to the Installations.

(h) The towing of tactical vehicles is expressly prohibited.

(i) Wreckers are specifically prohibited from "chasing or running accidents" or soliciting business at accident scenes. All violators will be removed from the Rotational Wrecker List and denied access to the Installations.

(j) The applicant shall provide continuous 24-hour on-call

(k) The owner of the towing firm or authorized agent acting in place of the towing firm must complete a copy of enclosure (1) and return it to the PMO Impound Lot Section prior to being placed on the Rotational Wrecker List or being allowed access to the Installations.

(l) Two separate businesses can lease or use the same building under different names, as long as each complies with all regulations set forth in this Order.

(m) Towing firms and their wreckers must be located within Onslow County North Carolina, to be eligible for the Rotational Wrecker List.

(n) The towing, impoundment, and disposition of abandoned vehicles are governed by reference (b).

(o) Under no circumstance will a vehicle be towed outside the boundaries of MCB Camp Lejeune, without prior consent of the vehicle's owner/driver or as directed by the Provost Marshal or his designee.

(p) The owner or person of the towed or stored vehicle will pay all costs incidental to the towing and storage to the wrecker firm. The U.S. Government will assume no liability or responsibility for any vehicle removed from the Base without U.S. Government's authority or the collection of the established fee.

(q) Each applicant shall agree to the standard rates as established and approved by the Commanding General listed in enclosure (1).

5. Administration and Logistics. Not Applicable.

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6. Command and Signal

a. Command. This Order is applicable to MCB Camp Lejeune and MCAS New River and its tenant commands.

b. Signal. This Order is effective the date signed.



D. L. THACKER, JR.  
Deputy Commander

DISTRIBUTION: A

## ROTATIONAL WRECKER TOWING AGREEMENT

Name of Wrecker Service:	Owner/Authorized Agent (Print Name):
Address (Street/City/Zip):	Telephone Number (Provide two if possible):

1. I have read and understand Marine Corps Installations East-Marine Corps Base Camp Lejeune Order 5560.3, which governs the Rotational Wrecker Services of Marine Corps Base (MCB) Camp Lejeune, North Carolina.

2. I hereby agree with all of the conditions and responsibilities outlined in MCIEAST-MCB CAMLEJO 5560.3 and voluntarily enter into this Rotational Wrecker Agreement with MCB Camp Lejeune.

3. Towing firms within a 45-minute response time to MCB Camp Lejeune that are currently members of the MCB Camp Lejeune Rotational Wrecker List may remain on the list provided the following conditions are met:

- a. The towing firm may not be sold or leased.
- b. The towing firm and/or storage lot may not be relocated.
- c. The towing firm wrecker must be at the scene within 45 minutes after being notified by the Military Police Desk Sergeant.
- d. Privately owned vehicles will be towed from MCB Camp Lejeune only when authorized by the Provost Marshal's Office or as requested by the registered owner/driver. I further understand that towing tactical vehicles is not permitted.
- e. Prior to towing a vehicle, except in emergency cases, an inventory of the vehicle will be conducted and the condition of the vehicle noted. In cases of emergency, an inventory will be conducted as soon as practical.
- f. In the event of an emergency, the nearest wrecker will be requested regardless of the position on the MCB Camp Lejeune Rotational Wrecker List.
- g. There will be no mileage fee charged on any vehicle towed from MCB Camp Lejeune.

4. I further agree to furnish the following information with this agreement:

- a. A copy of the storage lot insurance policy showing that stored and towed vehicles are insured.
- b. A copy of a completed background check from Onslow County and a completed background check from the Administration Section, Provost Marshal's Office, Building 3, Marine Corps Base, Camp Lejeune. Any person convicted of a felony charge will not be qualified as an authorized driver.
- c. A wrecker service's gate pass from PMO Impound Lot, Bldg S770, Marine Corps Base Camp Lejeune.
- d. A copy of the lease agreement from the property owner if the applicant does not own the storage lot.
- e. My storage lot is located at: \_\_\_\_\_

5. I agree to the following towing fees:

Mondays - Fridays	0800 - 1800	\$125.00
Mondays - Fridays	1800-0800	\$150.00
Weekends/Holidays		\$150.00
Hourly Rate after 1st Hour		\$50.00
Use of Dollies		\$50.00
Use of a Winch		\$50.00
Clean up & Oil Dry		\$20.00
Storage Fees Per Day:		
Outdoor Daily Storage		\$25.00
Indoor Daily Storage		\$30.00

6. I understand that any false information provided on this agreement will cause me to be ineligible for placement on the MCB Camp Lejeune Rotational Wrecker List. Furthermore, if any report of overcharging is substantiated, the towing firm will be subject to immediate removal from the MCB Camp Lejeune Rotational Wrecker List.

Signature	Signature	Telephone (Day)	Telephone (Night)
Provost Marshal Representative	Date	Provost Marshal	