**UNITED STATES MARINE CORPS**
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE
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MCIEAST-MCB CAMLEJO 5560.3A
SES/PMO
28 OCT 2015

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

From: Commanding General
To: Distribution List

Subj: CAMP LEJEUNE AND NEW RIVER NON-GOVERNMENT WRECKER REGULATIONS AND RATES

Ref: (a) MCO 5580.2B
(b) MCIEAST-MCB CAMLEJO 5560.2 Ch 2
(c) NORTH CAROLINA GENERAL STATUTES, CHAPTER 20 MOTOR VEHICLES
(d) NAVSUPINST 4200.99B
(e) EBUSOPSOFFINST 4200.1A

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, Camp Lejeune (MCB CAMLEJ) and Marine Corps Air Station New River (MCAS NR), herein referred to as Installations. Many towing services are available in the community and 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 the Installations.

3. Cancellation. MCIEAST-MCB CAMLEJO 5560.3.

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 (RWL).

DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited.

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

b. Tasks

(1) On-Scene Accident Investigator

(a) Ascertain from owners or drivers of the vehicles involved if they desire any particular towing firm to remove their vehicles from the 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 (MP) Desk or the Emergency 911 Consolidated Communication Center (ECCC) 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 MP Desk or the ECCC to place the call for assistance using the next wrecker firm on the RWL 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 RWL. A note will be made in the Computer Aided Dispatch System as to the circumstances. However, care should be given to use the RWL.

(c) Ensure any injured owner or driver 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) ECCC. The ECCC will make a log entry of the time, date, location of the accident, wrecker service requested, and estimated time the wrecker will arrive.

(3) Marine Corps Installations East (MCIEAST)-MCB CAMLEJ Provost Marshal Office (PMO)

(a) Place a towing firm on RWL 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 RWL.

(c) Assign an Accident Investigation Division or impound representative to work with the ECCC to administer the RWL and to supervise the maintenance of Rotational Wrecker records and files.

(d) Provide information copies to the Command Inspector General (CIG) 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 ECCC. The PMO representative on scene will ensure the wrecker conducts an inventory except in an emergency.

(f) Call only those towing firms that have executed an agreement with the Installations, unless the Provost Marshal (PM), Deputy Police Chief, 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; gives any false information on the application or agreement, fails to cooperate while rendering service, or for any justifiable cause.

(h) Ensure that all non-government 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 Operations Center System and that approved towing firms are issued the appropriate Installation decal.

(4) MCIEAST-MCB CAMLEJ CIG. Hear all appeals concerning denial of an application and removal from the RWL.

(5) Traffic Court Judge

(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 are required and responsible for:

(a) A 50 state background check conducted at the Onslow County Courthouse and at the 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) Possess the appropriate class of license.

(c) 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 RWL and denial of future access to the Installation.

(d) Conduct an inventory and vehicle condition report per enclosure (1).

(2) Failure of towing company 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 the Installation will be required to obtain a Visitor Pass from the Visitor's Center **each and every time** prior to entering the Installations. All towing companies having executed an agreement will have the appropriate Installation decal affixed to their wrecker's windshields.

(4) All towing companies desiring placement on the Installation RWL and access to Installations will complete enclosure (1), a written agreement with the Commanders, and present it to the MCIEAST-MCB CAMLEJ PMO Impound Lot Section in duplicate.

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

(a) Brakes

1. Hand Brake (Electric Brake Lock)

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 three-eighth 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)

(j) Two Scotch Blocks

(k) Dollies for transporting vehicles with severe damage

(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. 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 PM or his designee to ensure that all criteria of this Order are met:

(a) All persons, firms, or towing businesses will apply for contractor passes. This includes firms who are acting as an American Automobile Association services provider, or providing towing services at the PMO Impound Lot located on Parachute Tower Road.

(b) It is the towing firm's responsibility to notify and provide copies to the PM or their 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. Additionally, they will maintain sufficient 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 RWL or denied access to the Installations.

(g) Wreckers must be at the scene within 45 minutes from the time called; if not, the next wrecker service on the RWL 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, the firm in question will be removed from the RWL 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 RWL and denied access to the Installations.

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

(k) To be added to the RWL and granted access to the Installations, 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 MCIEAST-MCB CAMLEJ PMO Impound Lot Section.

(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.

(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 the RWL without prior consent of the vehicle's owner/driver or as directed by the PM or his designee. In this instance, the boundaries are the paths and roadways immediately between MCB CAMLEJ, MCAS NR, and the off-site storage facility of the assigned wrecker company. This is verified by periodic inspections.

(p) The registered owner of the towed or stored vehicle will be responsible for all costs incidental to the towing and storage of said vehicle; and funds will be paid directly to the wrecker company. The U.S. Government will assume no liability or responsibility for any vehicle removed from the Installations 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, MCIEAST-MCB CAMLEJ listed in enclosure (1).

(r) Per reference (d), the applicant/wrecker company must be able to accept payment form major credit cards. This requirement is due to the large number of customers that use credit/charge cards.

(s) Per reference (e), the applicant/wrecker company must be able to accept the Government-Wide Commercial Purchase Card as this is the only form of payment that will be used by the Installations.

5. Administration and Logistics

a. Administration. Communication will exist between the Contractor Vetting Office and the Vehicle Registration Office to ensure that companies are properly vetted.

b. Logistics. There will be periodic and yearly inspections for the companies on the RWL to ensure compliance with all rules and regulations outlined in references (a) through (e).

6. Command and Signal

a. Command. This Order is applicable to MCB CAMLEJ, MCAS NR, its tenant commands, and all wrecker companies requesting access to, or currently on the RWL.

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

Y. R. ESCALANTE
Deputy Commander

DISTRIBUTION: A/B/C
CAT II, MCAS NR

# 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 and Marine Corps Air Station (MCAS) New River, 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 and MCAS New River 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 MCIEAST Provost Marshal 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 | 0800 - 1800 | $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 |
|---|---|---|